

Building an Effective PBS Team

All I want for
Christmas is a
good PBS
Team



Johns & Patrick

Presentation Expectations

✦ Honor each other's time

✦ Actively listen:

turn off laptops, iPods, cell phones;
avoid side conversations;
put aside work

✦ Interact professionally:
avoid sarcasm, eye-rolling,
blaming students & families
for systemic failures



Can't Get The Meeting Started

Examples

- ✦ Ignoring requests to start
- ✦ Members arriving late

Solutions

- ✦ Remind members they are wasting group time
- ✦ Refer back to previously established norms:
Meetings will start on time



Group is Quiet or Unresponsive

Examples

- ✦ Not responding to questions asked by the team leader
- ✦ Not making eye contact, looking down

Solutions

- ✦ Ask members if there is a reason for the quietness
- ✦ Refer back to previously established norms:
Be an active participant



Group Lacks Seriousness

Examples

- ✦ Excessive laughing or silly comments
- ✦ Mocking team activities/tasks

Solutions

- ✦ Ask members to identify reasons why meetings are not taken seriously
- ✦ Refer back to previously established norms:
Manage your own attitude



Everyone Talks at Once

Examples

- ✦ Talking over others
- ✦ Engaging in excessive side conversations

Solutions

- ✦ Remind group that everyone's ideas are important
- ✦ Refer back to previously established norms:
Collaborate don't compete



Group is Off the Subject



Examples

- ✦ Talking about personal issues
- ✦ Failing to address agenda items

Solutions

- ✦ Redirect the conversation
- ✦ Refer back to previously established norms:
Stay on task

Cliques

Examples

- ✦ Creating sub-groups
- ✦ Always working in pairs

Solutions

- ✦ Talk individually to those involved
- ✦ Conduct group activities that encourage mingling



Tension or Hot Debate

Examples

- ✦ Attempting to prove a point
- ✦ Creating power struggles waged through debate of issues



Solutions

- ✦ Talk to the individuals involved
- ✦ Refer back to previously established norms:
 - *Collaborate don't compete*
 - *Support feelings, ideas, differences*



The Reluctant Member

Examples

- ✦ Avoiding meetings
- ✦ Refusing to present to staff



Solutions

- ✦ Try to involve the reluctant member in a friendly manner
- ✦ Refer back to previously established norms:
Keep your commitments

Team Building Tips

- ✦ Be patient with each other
- ✦ Assume the best regarding each other
- ✦ Seek solutions rather than blame
- ✦ Focus on behavior rather than attitude
- ✦ Make regular, effective meetings a habit



Adapted from: Tips for Teams, by William Belgard, Kimball Fisher, and Steven Rayner, 1995

Team Building Tips

- ✦ Focus on goals rather than obstacles
- ✦ Don't waste time/energy on unsolvable problems
- ✦ Develop effective problem-solving skills
- ✦ Know your roles, purpose, boundaries, and resources
- ✦ Focus on results



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Contact Information



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Adapted from *Becoming a Better Supervisor: A Resource Guide for Community Service Supervisors*.
<http://nationalserviceresources.org/becoming-supervisor>