

Exercise #4: Team Values

Different Strokes for Different Folks -- Beliefs and values for team members are different and initially, they will contradict. Team values often emanate from values strongly held by individual team members. Team values are beliefs that provide the foundation for team behavior – they are the direction for team behaviors and activities and act as a compass for decision making

How your team creates values

Have each member submit a list of values that they believe is important. Collect and compile the data, creating a list. Post on a flip chart if possible. After the list is completed, ask team members the following questions about each proposed team value:

Is it relevant to our Team Performance?

Is it relevant to our Team Objectives?

Is it relevant to our Team Approach?

Is this value consistent with overall organizational values?

Critical: Don't make anything a team value unless you are willing to go the distance to get it done

Debrief:

What about conflicting team values?

We value excellent customer service (value). One of our organizational values is to do more with less...cutting labor costs when and wherever possible. (Less people working, and/or positions vacated are not filled)

(Application) How to use team values in making decisions

Key Question: “Is this decision consistent with our values?” When properly established, values are used for all team decisions and actions.