

Maximizing Team and Peer Networks

RESOURCE GUIDE

We accomplish more when we work together as a team.

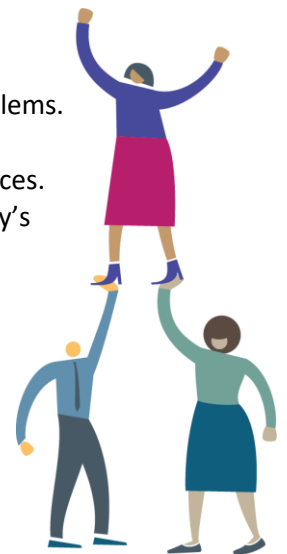
Teams work best when each member has clear responsibilities. Nine roles are critical for success. Each person must understand their own role within a particular group, develop their strengths and manage their weaknesses to contribute effectively to the team.

Tips for working with family teams

- Be patient and encourage families to express their opinions and ideas for solving problems.
- Let family members choose their role and responsibilities in addressing their issues.
- Offer suggestions that provide the family with immediate success in mobilizing resources.
- Promote the use of the family's natural support network as the primary way the family's needs are met.
- Allow the family to decide to accept or reject help.
- Allow help to be reciprocated and offer opportunities to do so.

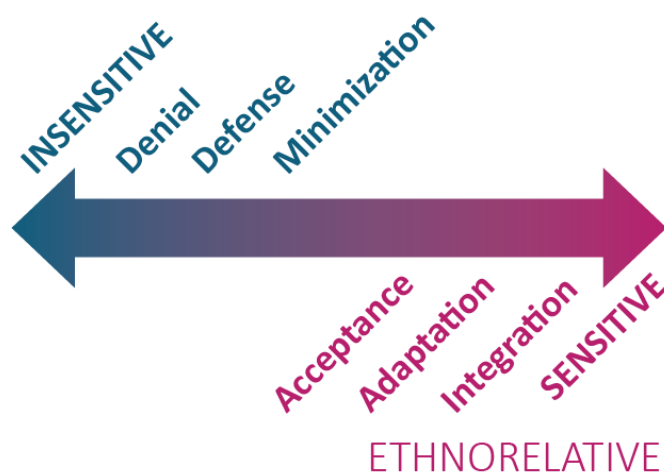
Traits of an effective team member

- Teachable
- Creative
- Service-Minded
- Patient
- Willing to Work and Contribute
- Reliable
- Speaks Up



Where are you on Bennett's Continuum of Cultural Sensitivity?

ETHNOCENTRIC



Remember!

- You cannot make assumptions about all aspects of culture based on what you can see. Many aspects of culture are invisible.
- Each person has his or her unique culture that may differ from generalizations about their culture.
- Each culture and individual has their own unique communication styles that should be considered in family support practice.

Resources

Chapter 1: Welcome

- Welcome - [Video](#)

Chapter 2: Defining Team

- Traits of an Effective Team Member – [Handout](#)
- Teamwork - [Video](#)
- Tuckman Model of Group Development - [Video](#) and [Transcript](#)
- Forming, Storming, Norming and Performing - [Resource Handout](#)

Chapter 3: Working in Teams

- Belbin's Team Roles – [Handout](#)
- How You Can Manage Conflict Within Your Team - [Video](#) and [Transcript](#)
- Resolving Team Conflict - [Video](#) and [Transcript](#)

Chapter 4: Defining Diversity

- Internal Dimensions of the Diversity Model – [Handout](#)
- External Dimensions of the Diversity Model - [Handout](#)

Chapter 5: A Look at Race and Ethnicity

- A Look at Race and Ethnicity - [Video](#) and [Transcript](#)
- Ethnocentric and Ethnorelative - [Handout](#)

Chapter 6: Exploring Culture

- American Culture and Immigrants – [Handout](#)
- Burmese Refugees - [Video](#)
- Differences in Cultural Communication Styles Case Study - [Video](#) and [Transcript](#)
- Gestures and Personal Space - [Resource Handout](#)