

## CLEAR ROLES: THE MOTIVATIONAL QUALITY

Clear roles mean that every person on the team is clear regarding responsibilities and expectations. Each person knows how he contributes to the overall mission and what other team members expect of him. If there are discrepancies between what he understands his role to be and what others understand his role to be, the discrepancies are identified, clarified, and aligned. Clear roles assure there are no doubts about who does what. No important assignment falls through the cracks. No "I thought you were going to do that" comments.

When roles are clarified, the motivational internal dialogue might sound similar to this: "I make a difference here I understand my job and my job is necessary for my team to be successful. What I do counts. Others depend on me."

Inherent in us all is the deep desire to make a difference, to count for something. Teams can tap into this valuable internal resource in four basic ways.

1. Spend time with each person on the team reviewing major job responsibilities and assignments.
2. Spend team time clarifying role assignments and expectations team members have of each other.
3. Explicitly identify needed areas of support, cooperation, and information sharing.
4. Be able to connect or link each person's role to the team mission and overall mission.

