

7 Ways to Achieve Interteam Effectiveness



Many groups may have high quality interactions within their own boundaries, yet have poor, ineffective relationships with other organizational groups. No matter how effectively a group functions within itself, it

cannot succeed in organizational terms unless it can be effective with other groups. Help groups improve their output and work satisfaction with these 7 criteria for effective interteam relationships.



Commonness of Purpose:

Groups first must have a strong sense of being part of the same organization before they will be able to work together effectively. They need to see their missions, visions, and goals as being intimately related to those of all other groups; they must have a sense of their dependence on one another.



Mutual Respect:

When two groups disparage each other in private, members from each group begin to stereotype members from the other; all members of the other group are seen as incompetent or inconsiderate.



Open Communication:

This means routine sharing of information of all kinds so that no group risks being in the dark concerning the work of the other groups. Withholding information is a favorite ploy of groups at war with each other.



Clear Expectations:

Just as groups need to clarify the roles and expectations of their own members, they need to clarify their expectations of one another. Failure to go through this clarification process can lead to unrealistic expectations.



Compatible Leadership:

Group leaders fuel the competitive feelings of their own groups while also considering any possible consequences for future intergroup relations.



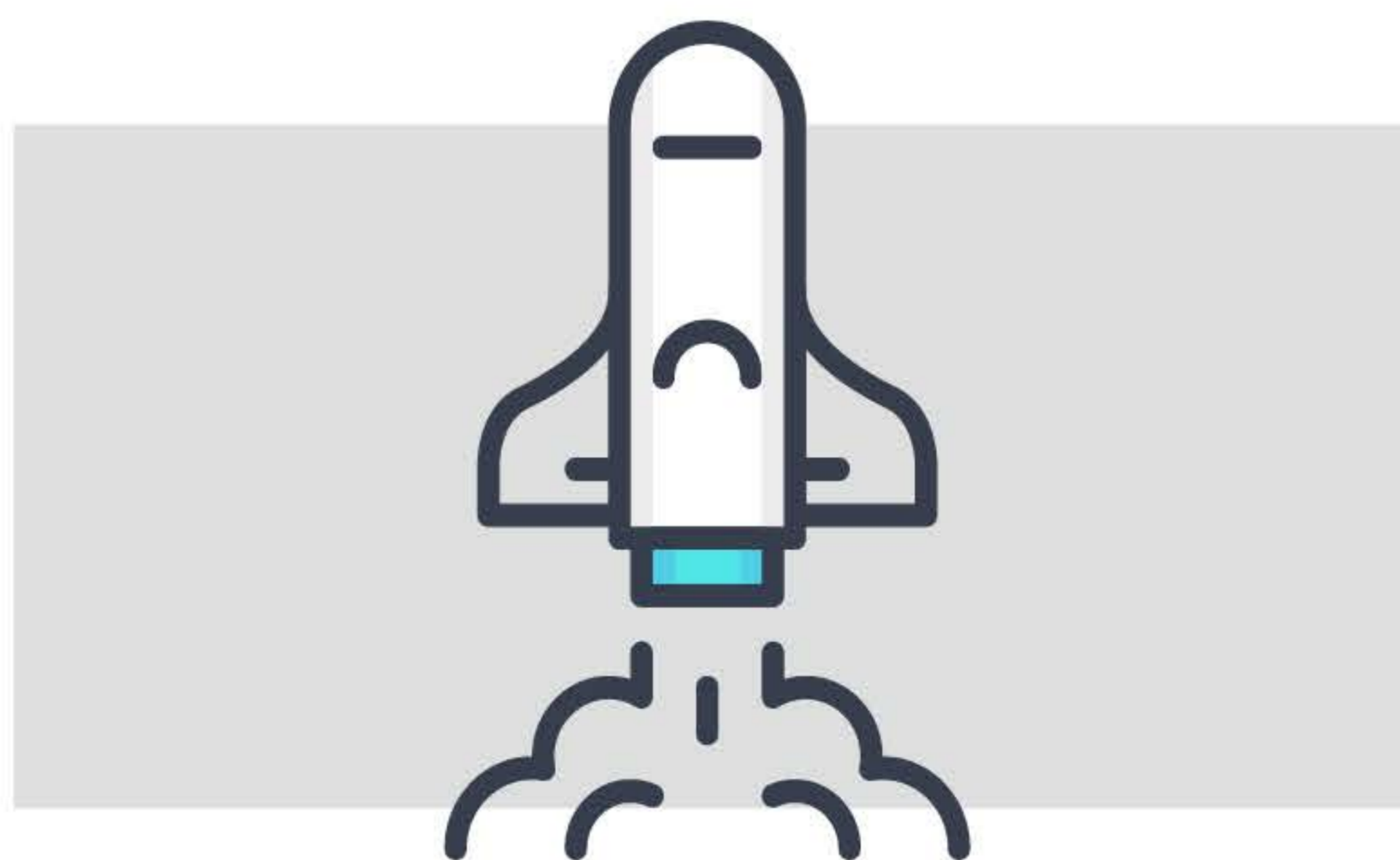
Problem-solving Capacity:

Even when the other six criteria for interteam effectiveness are in place, problems between groups can still occur. Both groups must have the concepts and the skills required for effective joint problem solving.



Flexibility/Influencibility:

For two (or more) groups to work together effectively, both must demonstrate some willingness to be flexible in terms of the needs of the other and to be influenced by the other group based on reason and logic. Without these considerations, resentment and resistance will continue to develop between the groups.



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