

IDENTIFICATION OF PROBLEM-SOLVING GROUP

PROBLEM-SOLVING GROUPS

**INFORMATION IS
ACCESSED AND USED**

**AMBIGUITIES AND
CONTRADICTIONS ARE
RESOLVED**

**REDUNDANCIES ARE
MINIMIZED**

CONSTRUCT	DESCRIPTION
NORM	Focused on and unique to the current group; regularly monitored and regularly reviewed
GOAL	Aligned: the group interacts (implicit) in accordance to the stated reason for coming together (explicit)
ROLE	All roles support the development of the group
STRUCTURE	Clear, well-understood, well-used and facilitates the flow of information
COHESION	Energy exists within the group to stay with the work

THE VISIBLE AND INVISIBLE GROUP
-Yvonne Agazarian and Richard Peters (1995)

VERBAL INTERACTION

FIGHTING

-blame, defense, complaint

OBSCURING

-joking around, social/polite talk

COMPETING

-discount, interrupt, yes-but

INDIVIDUALIZING

-personal experience, personal beliefs

FACT FINDING

-facts and figures, broad and narrow questions

INFLUENCING

-opinion, proposal

RESONATING

-inner-feelings

RESPONDING

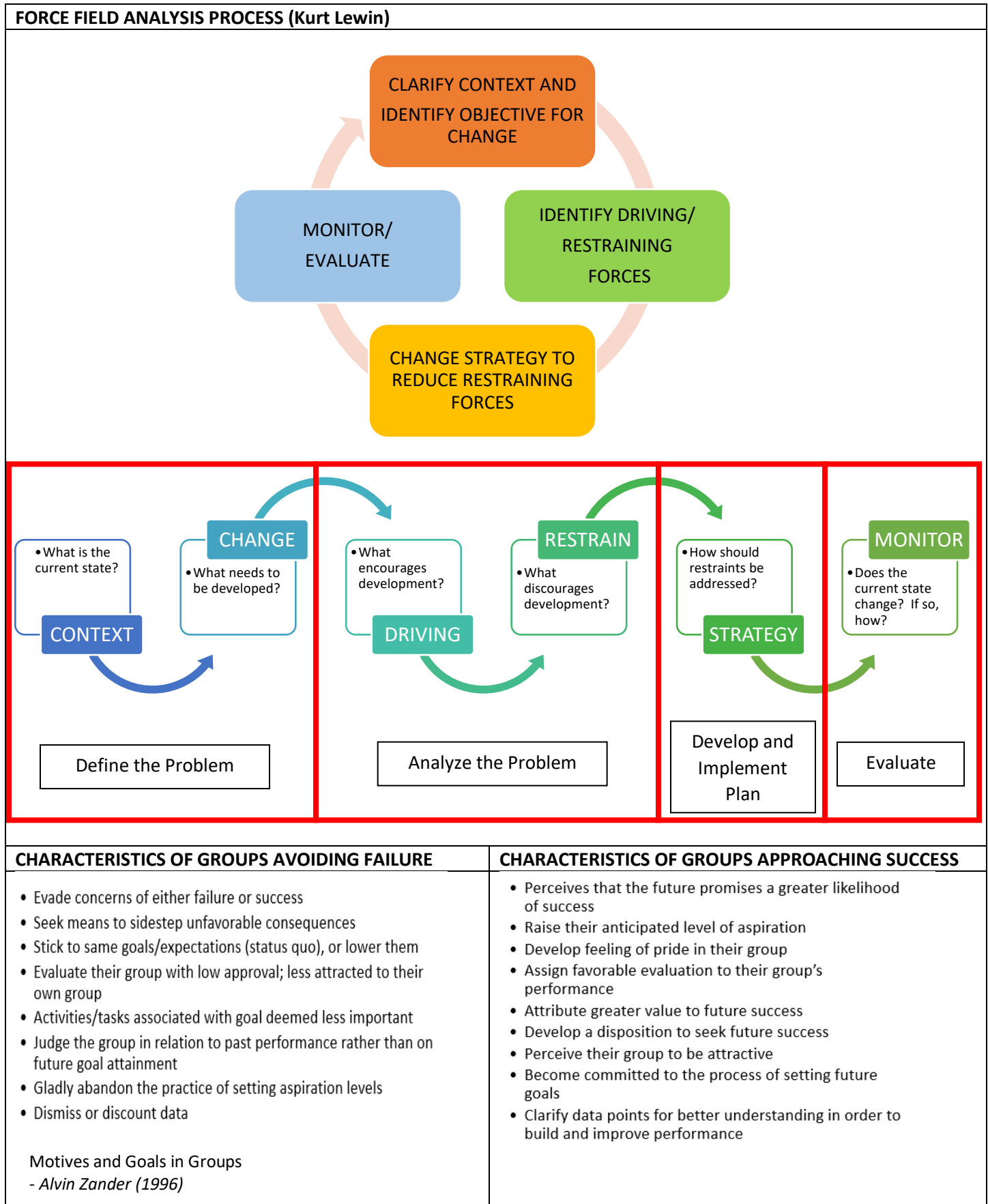
-paraphrase, summary, answer question

INTEGRATING

-agreements, builds on others ideas

AUTOBIOGRAPHY OF A THEORY
-Yvonne Agazarian and Susan Gantt (2000)

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