

AT A GLANCE:

B ACHIEVING ROLE CLARITY



WHAT'S THIS THEME ABOUT?

Lack of role clarity can be a source of problems in teams and assumptions about roles and responsibilities can result in conflicts. We have expectations of others and others have expectations of us but when these expectations are not clearly articulated, we make assumptions. Often, we then base our actions on unfounded assumptions.

There are a wide variety of situations that might result in 'role confusion' e.g. starting in a new organisation, beginning a new role following a change in the department structure, etc. This theme is about helping the team improve role clarity and avoid tension and conflict between team members.

Our next four weekly conversations ask:

- What are my roles and responsibilities in this team and the wider organisation?
- What areas would I like to have clarified about my role?
- What do others expect of me?
- How will I clarify expectations?

Role Clarity is specifically aimed at:

- **Informing** teams and individuals about the value and impact of greater role clarity
- **Investigating** current practices that help us be clearer about our roles
- **Igniting** teams with fresh ideas on how to improve and maintain role clarity
- **Implementing** ideas and routines to ensure everyone is clear about expectations and responsibilities

WHY IS THIS IMPORTANT?

“Clarity affords focus”

- Thomas Leonard, Founder, Coach University

When everyone is clear about their role within a team and takes accountability, trust is built and team members build confidence in each other and avoid conflict. Duplication and rework is reduced because there is also clear accountability.

As managers, we want our staff to feel empowered to get on and do their roles, and clarity helps build their confidence in the role, with peers and managers. When staff are clear about expectations they can be open and honest about their ability to deliver on these expectations, and this can avoid disappointment or frustration.

IDEAL OUTCOMES

- Greater confidence among team members
- Reduced stress caused by poor role clarity, conflicts and confusions
- More focus on the goals we set as a team
- Increased ownership and pride in what we do

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