

TASK FUNCTIONS

1. Defines problems – group problem is defined: overall purpose of group is outlined.
2. Seeks information – request factual information about group problem or methods of procedure, or for clarification of suggestions.
3. Gives information – offers facts or general information about group problem, methods to be used, or clarifies a suggestion.
4. Seeks opinions – asks for the opinions of others relevant to discussion.
5. Gives opinions – states beliefs or opinions relevant to discussion.
6. Tests feasibility – questions reality, checks practicality of suggested solutions.

GROUP BUILDING AND MAINTENANCE FUNCTIONS

7. Coordinating – a recent statement is clarified and related to another statement in such a way as to bring them together. Proposed alternatives are reviewed for the group.
8. Mediating – harmonizing – interceding in disputes or disagreements and attempting to reconcile them. Highlights similarities in views.
9. Orienting-facilitating – keeps group on track, points out deviations from agreed upon procedures or from direction of group discussion. Helping group process along, proposing other structures or procedures to make group more effective.
10. Supporting-encouraging- expressing approval of another's suggestion, praising others' ideas, being warm and responsive to ideas of others.
11. Following – going along with the movement of the group, accepting ideas of others, expressing agreement.

INDIVIDUAL FUNCTIONS

12. Blocking – interfering with the progress of the group by arguing, resisting and disagreeing beyond reason. Or, by coming back to the same “dead” issue later. Taking up airtime.
13. Out of field – withdrawing from discussion, daydreaming, doing something else, whispering to others, leaving room, etc.
14. Digressing – getting off subject, leading discussion in some “personally oriented direction”, or expanding a brief statement into a long vague speech.

Dimock, H.G., (1993). *How to Observe your Group*, 3rd ed., Captus Press Inc.: Ontario

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.