

# Communication Patterns

---

## Assessment and Action

High performing teams display certain patterns of interaction and communication, standing out for equal engagement of members in terms of both talking and listening, energetic face to face conversations, direct and informal connections between all team members, and a balance of engagement within and exploration outside the team. Use the following lead questions to evaluate your team communication patterns and consider options for behavior change.

How-to: Add to the examples in the middle column below and make your personal notes on possible actions and changes you could do in the team set-up or your own practice to improve communication patterns. Discuss your ideas and plans with other team members and ask them for feedback and observations.

Lead Questions	Examples	Your Notes
1. When and how does the whole team come together in a formal setting?	<i>Regular meetings, calls, etc.</i>	
2. When and how does the whole team come together in an informal setting?	<i>Lunch breaks, coffee breaks, social events, etc.</i>	

---

---

3. What are typical opportunities for team members to engage in short, informal one-on-one interactions? How can those opportunities be supported or barriers be removed?

*Office layouts, individual behaviors, set-up of meeting rooms*

---

4. Do the people you talk to also talk to each other? When and where? If not: why not? And what could you do to connect them?

*People coming to formal leaders for alignment instead of talking to each other*

---

5. Is everyone on the team involved in goal setting, skill building, work activities, and getting credit for group accomplishments?

*What are examples of team members being involved accordingly? Who sticks out, who could be involved, and how?*

---

6. Where and why do you observe unequal team engagement? What could you do to support more reserved team members to engage more in team conversations?

*Ask questions, assign them certain roles, understand their motivation and purpose, etc.*

---

7. How can you, personally or as a group, further support equal team engagement?

*Personally reaching out to individuals, triggering individual engagement, asking questions*

---