

## EXAMPLES FOR THE TRAINER

We have a new task to perform - said the team leader to the public administration unit. The task is to solve the problem of too many attachments to applications from citizens regarding changes in connecting the sewage system to single-family houses. It is about simplifying formal requirements, of course, while maintaining legal regulations, guidelines of the Ministry and the validity of technical guidelines. Let's solve this problem together. I am waiting for suggestions from the team. Each employee was to familiarise themselves with the new proposed procedure for two days and meet for a meeting on Thursday. Each person approached the task in a different way and took on interesting roles. So how do we communicate together? What rules to adopt? How to integrate the team so that they willingly cooperate with each other? How to communicate with individual team members.

### Roles assumed in the team:

- **Role 1** - the person asks a lot of questions trying to determine what the problem is. What are we here for? What rules will apply? What is the result? What if there are not enough documents? Can our unit make such changes?
- **Role 2** - is a visionary, comes up with many solutions. They try to go beyond the set scheme, giving a slightly abstract picture of the situation.
- **Role 3** - focused on problem analysis. They break down the situation to its prime factors and carefully assesses every little detail.



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- **Role 4** - a typical person who wants to immediately assign tasks to team members. Divides work into smaller tasks and assigns responsibility to everyone.

Our manager faces an important task - to develop new solutions with the use of good teamwork. Effective communication within the team will be important.

