
ROLE CLARIFICATION PROCESS

PURPOSE:

The purpose of a role clarification process is 1) to assist individual team members in understanding their individual differences, 2) to enhance their working relationships and 3) to increase their cooperation and effectiveness in working with one another.

DEFINITION:

The role clarification is an intentional, two-step process which is preventative, proactive, and skill-based: private individual preparation is followed by a structured face-to-face dialogue between two participating individuals. The process, entered into with commitment to honest and caring collaboration, helps to promote smoother working relationships among co-workers. If the personal relationship between the two participating individuals is quite strained, it may be helpful to have a third party facilitate the second step of the process and observe/monitor the sharing time.

PROCESS:

1. **Preparation** – each participant is given a worksheet for individual preparation. The worksheet is for one's own private notes and are not shared or collected. The worksheet provides space for recording personal reflections and notes about your working relationship with your co-worker. Questions are included about what is GOING WELL and also what specific changes might be helpful in your working together.
2. **Face-to-Face Dialogue** – the session is designed to facilitate the process of sharing with one another. Each individual will have a time to share with the other, followed by a time to discuss and record any new agreements that may emerge about behaviors that may help to work together more caringly and effectively.

AGENDA FOR FACE-TO-FACE DIALOGUE:

1. **Review purpose statement and process description**
 - a. role of facilitator if available
 - b. overview of agenda
 - c. skill review (paraphrasing)
 - d. recording of role agreements by participants
2. **Participants share personal preferences**
 - a. first individual shares comments based on worksheet reflections
 - b. second person paraphrases
 - c. roles are switched
 - d. note agreements that may emerge as appropriate
 - e. list exceptions – areas which may need more information or third party input (to solve later)
3. **Closure of session**
 - a. review any action agreements reached
 - b. set date for followup meeting to review progress on agreed actions and/or to address additional issues (decide whether third party facilitator will be invited and, if so, who that will be)
 - c. each individual briefly shares their subjective comments about the process itself