CRITERIA FOR EFFECTIVE SOCIAL INTERACTION
Group Facilitation Skills, Graduate Level
Task Orientation & Interpersonal Models Combined
Alverno College

1. Shaping and Working with a Task
-   Clearly defines a problem identification process
-   Accurately verbalizes a representation of the problem
-   Clearly defines a decision making process

2. Using Task Oriented Behaviors Appropriate to the Task
-   Effectively exhibits task oriented group behaviors such as leading, reinforcing, seeking information, etc.
-   Listens analytically and affectively, trying to understand a speaker's frame of reference
-   Provides appropriate information before, during and following meetings
-   Thoughtfully includes multiple viewpoints in a discussion
-   Effectively demonstrates planning and implementation strategies for decisions
-   Effectively uses strategies to explore a wide range of possibilities, thus avoiding 'group think'
-   Thoughtfully utilizes group techniques to promote effective decision-making
-   Effectively demonstrates consensus building skills
-   Reflectively draws upon an understanding of power dynamics to effectively lead and participate in groups
-   Effectively uses conflict management strategies to create win-win results

3. Using Interpersonal Behaviors Appropriate to a Situation
-   Effectively exhibits interpersonal behaviors such as using 'I' statements, verbalizing feelings, etc.
-   Uses effective repertoire of non-verbal body language to communicate positively
-   Effectively creates a physical environment conducive to the groups needs
-   Consistently behaves proactively
-   Consistently creates patterns of dialogue that are healthy for group participants

4. Using Reflection for Personal Growth in Task Oriented and Interpersonal Behaviors
-   Thoughtfully uses feedback to others to improve group skills
-   Accurately self assesses own performance related to both task and interpersonal behaviors
-   Consistently views feedback as a means of strengthening relationships and/or accomplishing the task
-   Thoughtfully reflects on stages of group development to analyze impact of own and others' behavior

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