



Stony Brook  
University

# THE OMBUDS OFFICE

*We're here to listen with an open mind.  
We're here to help resolve problems fairly.*

[stonybrook.edu/ombuds](http://stonybrook.edu/ombuds) • (631) 632-9200

*Confidential      Impartial      Informal      Independent*

## SUPPORTING TEAMS

**Recognize** that teams are complex. Take into consideration that everyone has different learning styles and communication styles.

**Understand** that team members have varying degrees of skill levels and expertise. Work with each other's strengths.

**Address** team member behaviors that are problematic and provide constructive criticism. Do not label or attack the person.

**Allow** for healthy debate and conflict as that enriches the work and can strengthen the team.

**Focus** on clearly defining the team's mission, goals and specific objectives. Be flexible as the path toward success may detour at times.

**Obtain** the commitment of each team member. Share how important it is to have a stable, cohesive working group.

**Remind** team members that accomplishments are not about "I." It's the collective "we" who journey together toward completing our mission.

**Involve** the team in decision-making or a vote if there's a significant impasse or if a team member has a significant problem.

*"Great things in business are never done by one person. They're done by a team of people." --- Steve Jobs*

