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Slow, Necessary And Improves the Level

# IO2. Task 2.2
# Work slowly, work better
# Training toolbox
# FALL INTO THE HELPER TRAP

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## NAME OF THE TOOL: Roles & Responsibilities

## ORGANIZATION AND COUNTRY: Growth Coop

**Online** [X] **Face to face** [X]

**Overview (What I am going to learn?):**

Defining roles and responsibilities helps move your team from "storming" to "norming". This can help you to better understand each other's role, and learn who is responsible for what. Defining clear responsibilities prevents confusion and promotes better collaboration. This method works well with Stakeholder Analysis for giving your team a clear picture of each other and those around them. Works well both online and face-to-face (ie: by using a physical or virtual whiteboard)

**Objective (What am I going to learn it for?):**

This tool helps us to start focusing on our job responsibilities instead of focusing on solving the job responsibilities of others. This method helps you to be clear about your responsibilities and your role in those job responsibilities and to avoid falling into the helper trap. Taking care of yourself is not selfish, nor is it a sign of generosity to want to solve all the other person's work needs. All you are doing is distracting yourself from your own work tasks.

**Materials:** **- If face to face: Whiteboard or butcher's paper, Sticky notes, Markers, Timer - If Online: Use a digital whiteboard (ie: Mural, Miro, or Jamboard)**

**Time:** **30-60min**

**Target group:** **Whole organization and team, workers and employees.**

### Instructions for facilitators

If it is going to be used with a team, or with a department, it is advisable to know in advance which are the roles in the team or in the department with which we are going to use this tool.

Step 5 is optional, (*Do this step only if you have 3 or more people who share the same role.*)

### Tasks and procedure

**Step 1:**

Draw a large table on a whiteboard with the following columns:

Role Responsibilities (what I think) Responsibilities (what others think) Add a column to capture responsibilities that are unassigned


**Step 2.**

**Identify roles (5 min)**

Define which roles are in the team (e.g., team lead, developer, designer, facilitator) and write them in the "Roles" section of the table you prepared. Keep these fairly high–level if you have a front-end developer and a back-end developer on the team, just write "developer" in the table. (*You can get more specific later in the session if needed*.)

If possible, have people who share the same role sit next to each other

**Step 3.**

**Clarify your own responsibilities (10 min)**

Identify the top 3 - 5 things your role is responsible for. Write each responsibility on a sticky note, then rank them in order of priority..

**Step 4.**

**Teammate's responsibilities (5 min)**

For each of the other roles identified, write 1-2 responsibilities you believe are their top priorities.

As you are brainstorming, you may think of responsibilities that don't have a clear owner, write those down and surface them when the group discusses in step 6.

**Step 5:**

**[optional] Refine and consolidate (5 min)**

To same time in the next step, discuss with teammates whose roles are similar to yours, and refine the list of responsibilities. E.g., if there are five developers in the room, they should create a unified list of developer responsibilities.

**Discuss each role (25 min)**

For each role, have the role owner(s) describe what they believe their role is and place their sticky notes in the "what I think" column in priority order. Then go around the room to find out what others think the role is all about, and have them place their sticky notes in the "what others think" column.

Next, the role owner either "accepts" or "politely declines" the responsibilities identified by others. If they decline, **they must suggest which role ought to own it.**

You'll likely uncover responsibilities with no established owner. Note those in the "unassigned responsibilities" section below the table. Where responsibilities overlap, be sure to define who is the primary owner (vs. who is a contributor or a back-up).

**Step 7:**

**Summarize and identify next steps (5 min)**

Well done, you've just created clarity for the team! Summarize the roles and their responsibilities to be sure everyone is in agreement.

Then, find an owner for documenting it, as well as someone to figure out how you'll fill any skill gaps you identified.

## Adaptation to online implementation

This tool is easily adaptable to the digital environment, simply by using a digital whiteboard (ie: Mural, Miro, or Jamboard).

## Connection with the skill

We all like to please others, the people around us and especially at work, where we spend most of our time. This is essential for living in society. But the problem arises when we do not set limits. This tool is related to the skill because it helps to determine the responsibilities of each person and the roles they have in each of these responsibilities, which helps to have defined and clear limits of what each one must do and contributes to avoid that some of the workers fall into the trap of the helper.

To support others is positive, but sometimes, we internalise so much of this dynamic of pleasing everyone at work that we end up sacrificing a good part of our lives in order to make others feel a little more comfortable. Knowing how to establish a balance between what you give and what you receive is more complicated than it seems.

## Conclusion and evaluation

This tool is very useful for each worker to be clear about their responsibilities and roles, which helps those workers who find it difficult to set limits at work around their tasks to have them already established and to avoid falling into the trap of the helper who can overload them with work and make it difficult for them to fulfil their own responsibilities.

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