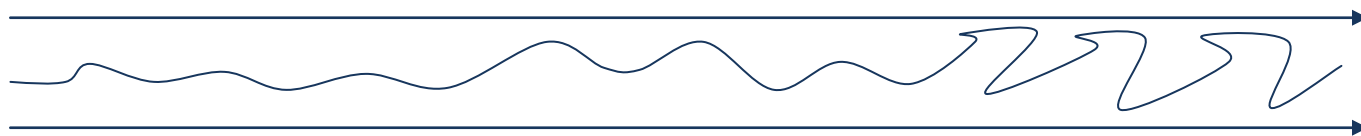


Waterline Model - Summary of Maintenance Factors

TASK(S)/ACTIVITIES



GROUP PROCESS

MAINTENANCE



<p>STRUCTURE (goals, roles, expectations) (80%)</p> <ul style="list-style-type: none"> • articulated vision • goals, objectives, purpose • roles and responsibilities • expectations • decision-making set up 	<p>PROBLEM = NOT CLEAR!</p> <p>TOOLS =</p> <ul style="list-style-type: none"> • check-in • provide “why’s” • be clear on non-negotiables
<p>GROUP (dynamics and development) (10%)</p> <ul style="list-style-type: none"> • joining/inclusion • control and power • patterns of communication • group norms • adherence to decision-making • cultural patters (including gender) • group development 	<p>PROBLEM = NOT FUNCTIONAL!</p> <p>TOOLS =</p> <ul style="list-style-type: none"> • address norms • discuss consequences • reinforce positive norms
<p>INTERPERSONAL (between 2 people) (7%)</p> <ul style="list-style-type: none"> • one-on-one communication • feedback • conflict • affection/closeness 	<p>PROBLEM = ATTITUDES & PERCEPTIONS!</p> <p>TOOLS =</p> <ul style="list-style-type: none"> • make help available • coaching • conflict mediation <p>Next Steps...</p>
<p>INTRA-PERSONAL (within individual) (3%)</p> <ul style="list-style-type: none"> • individual internal experience • beliefs, values, assumptions • personality traits • habits 	<p>PROBLEM = INTERNAL BLOCKAGE!</p> <p>TOOLS =</p> <ul style="list-style-type: none"> • return to top and work down • evaluate behaviors not personality • increase self-awareness • clarify actions you expect & why