**Team Roles and Responsibilities Resource**Logo

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The table below is from Duffy, G. L., & Furterer, S. L. (2020). In *The ASQ Certified Quality Improvement Associate Handbook, Fourth Edition* (pp. 68-69)*.* ASQ Excellence.

| **Table 5.1** Team roles, responsibilities, and performance attributes | | | |
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| **Role** | **Responsibility** | **Definition** | **Attributes of good role performance** |
| Sponsor | Backer; risk taker; sponsors the project | The person who supports a team’s plans, activities, and outcomes | * Believes in the concept/idea * Has sound business acumen * Is willing to take risks and responsibility for outcomes * Has authority to approve needed resources * Will be listened to by upper management |
| Champion | Advocate; removes barriers to change | The person promoting the concept or idea for change/improvement | * Is dedicated to seeing it implemented * Holds absolute belief it is the right thing to do * Has perseverance and stamina |
| Facilitator | Helper; trainer; advisor; coach | A person who:   * Observes the team’s processes and team members’ interactions and suggests process changes to facilitate positive movement toward the team’s goals and objectives * Intervenes if discussion develops into multiple conversations * Intervenes to skillfully prevent an individual from dominating the discussion or to engage an overlooked individual in the discussion * Assists the team leader in bringing discussions to a close * May provide training in team building, conflict management, and so forth | * Is trained in facilitating skills * Is respected by team members * Is tactful * Knows when and when not to intervene * Deals with the team’s process, not content * Respects the team leader and does not override his or her responsibility * Respects confidential information shared by individuals or the team as a whole * Will not accept facilitator role if expected to report to management any information that is proprietary to the team * Will abide by the organization’s Code of Ethics and principles |
| Team leader | Change agent; chair; head | A person who:   * Staffs the team or provides input for staffing requirements * Strives to bring about change/improvement through the team’s outcomes * Is entrusted by followers to lead them * Has the authority for and directs the efforts of the team * Participates as a team member * Coaches team members in developing or enhancing necessary competencies * Communicates with management about the team’s progress and needs * Handles the logistics of team meetings * Takes responsibility for team records | * Is committed to the team’s mission and objectives * Has experience in planning, organizing, staffing, controlling, and directing teams * Is capable of creating and maintaining communication channels that enable team members to do their work * Is capable of gaining the respect of team members; serves as a role model * Is firm, fair, and factual in dealing with a team of diverse individuals * Facilitates discussion without dominating * Actively listens * Empowers team members to the extent possible within the organization’s culture * Supports all team members equally * Respects each team member’s individuality |
| Team members | Participants; subject matter experts | The persons selected to work together to bring about a change/improvement, achieving this in a created environment of mutual respect, sharing of expertise, cooperation, and support | * Are willing to commit to the purpose of the team * Are able to express ideas, opinions, and suggestions in a nonthreatening manner * Are capable of listening attentively to other team members * Are receptive to new ideas and suggestions * Are even-tempered and able to handle stress and cope with problems openly * Are competent in one or more fields of expertise needed by the team * Have favorable performance records * Are willing to function as team members and forfeit “star” status |