**Tools and Techniques - *Trust and Support Each Other***

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| **Areas of Discussion** | **Tools and Techniques to help you** |
| http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp**Understanding What's Important to Team Success** | [[http://www.staffnet.ggc.scot.nhs.uk/_layouts/IMAGES/icdoc.gif](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/Using%20the%20Team%20Effectiveness%20Questionnaire.doc) Using the Team Effectiveness Questionnaire](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/Using%20the%20Team%20Effectiveness%20Questionnaire.doc" \o ") |
| http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp**How To Establish Team Norms** | [[http://www.staffnet.ggc.scot.nhs.uk/_layouts/IMAGES/icdoc.gif](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/ground%20rules.doc) Ground Rules](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/ground%20rules.doc" \o ") |
| **Conflict Handling Skills** http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/Leadership%20inititiatives/PublishingImages/information%20mark.bmp | [[http://www.staffnet.ggc.scot.nhs.uk/_layouts/IMAGES/icdoc.gif](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/Conflict.doc)  Conflict](http://www.staffnet.ggc.scot.nhs.uk/Human%20Resources/Organisational%20Development/The%20OD%20Framework/Documents/Conflict.doc" \o ") |