

### **Toolkit Title**

Make requests and offers in a team

### **Purpose of Toolkit**

Based on the concept of Request and Offer, this is a practical activity to conduct during a team conversation. It seeks to get the team involved and committed to an action that would help in solving a particular team issue/key area.

### **Toolkit Methodology and Application**

See toolkit appended/ below

### **Case Study or Example**

See toolkit appended/ below

### **Acknowledgements and Sources**

See toolkit appended/ below

### **Toolkit Category**

Organisation Development

### **Keywords**

Organisation Development, Request and Offers, Interpersonal

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# MAKE REQUESTS AND OFFERS IN A TEAM

#advanced #team

Based on the concept of Request and Offer in page/ card 17, this is a practical activity to conduct during a team conversation. It seeks to get the team involved and committed to an action that would help in solving a particular team issue/key area.

It comprises 4 main components to be filled up together with the team:

1. Name
2. Area of concern
3. Request
4. Offer

<u>IMPORTANT AREA</u>	<u>REQUEST</u>	<u>OFFER</u>
XXX	XXXX	1) Yes 2) No 3) Counter Offer

## MAKE REQUEST AND OFFER in a team

When to use: During a team conversation for members to come to an agreement on how to move forward. The members will also be activated and committed as requests are placed upon them and they are also given the opportunity to volunteer their offerings to the team's cause. This is how we **take care of exit**.

### How to use:

Work with your team to through these 4 components:

1. **Name:** Fill in the name of the “requestor” or the “offerer”. Put down a name specifically, as it gives a sense of ownership and commitment.
2. **Important Area:** List the area that the speaker would like to address.
3. **Request:** Fill in the request that is being made of team members. For example, “I request to start the team huddles punctually.” Note that the request can be directed between an individual to another individual, an individual to the team and also directly to the HOD to address other teams within the institution.
4. **Offer:** Fill in the offer that the leader or anyone in the room can make to address the request/ important area / area of concern. For example, “As the HOD, I provide some protected time to ensure that we start team huddles on time.” Also note, that an offer can be made to specific individuals or to the whole team.

To who?
Individual
My team
My institution

For more information, see Requests and Offers (page/ card 17).