Quinn et al’s Roles (2007)

Facilitator role
• The facilitator encourages the expression of opinions, seeks consensus and negotiates compromise.

Mentor role
• The mentor is aware of individual needs, listens actively, is fair, supports legitimate requests and attempts to facilitate the development of individuals.

Innovator role
• The innovator is creative and envisions, encourages and facilitates change.

Broker role
• The broker is politically astute, acquires resources and maintains the unit’s external legitimacy through the development, scanning and maintenance of a network of external contacts.

Director role
• The director engages in goal setting and role clarification, sets objectives and establishes clear expectations.

Coordinator role
• The coordinator maintains structure, does the scheduling, coordinating and problem solving and sees that rules and standards are met.

Monitor role
• The monitor collects and distributes information, checks on performance and provides a sense of continuity and stability.

Producer role
• The producer is task-oriented, work focused, seeks closure and motivates those behaviours that will result in the completion of the group’s task.