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**Kershaw**(10) **Pub. No.: US 2009/0043621 A1**(43) **Pub. Date: Feb. 12, 2009**(54) **SYSTEM AND METHOD OF TEAM  
PERFORMANCE MANAGEMENT  
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**G06F 17/00** (2006.01)(52) **U.S. Cl. .... 705/7**(57) **ABSTRACT**

The invention is an application for teams of information workers, their managers, and human resources professionals to evaluate and raise performance based on communication metrics and norms of behavior within a team. A model and management Web pages enable users to collectively set norms of behavior, communicate, make decisions, set roles and goals, receive evaluations according to their norms, and in other ways conduct interpersonal relations in a business context. Modules acquiring data from email and document management systems, groupware, directories, and other information sources are included. Said information is joined with the invention's internally generated data. An expert system generates observations and advice permitting the team to more appropriately deploy information, adhere more closely to its norms, and lessen stress caused by interpersonal friction. Management is provided a means of assessing teams, setting policies, and defining parametric ranges for norms.



