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PRESENTATION AND WRITING SKILLS

lecture No. 3

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MGM223



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lecture No. 3

Mastering Team Skills and Interpersonal Communication

Lecture 3

YOUR REFERENCE

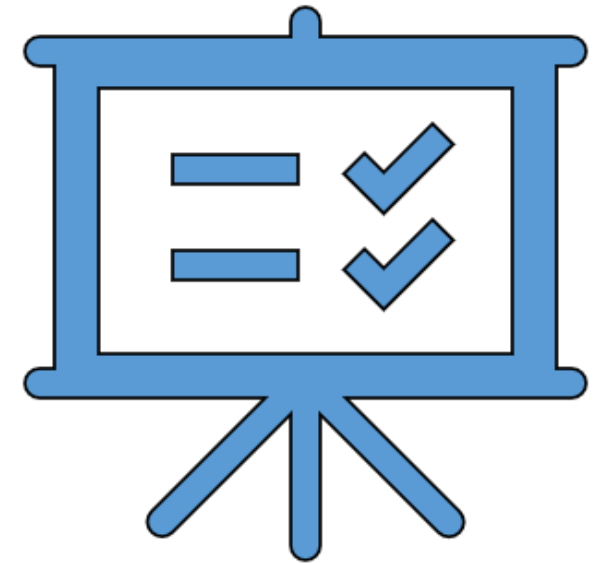
GLOBAL
EDITION



Business Communication Today

FIFTEENTH EDITION

Courtland L. Bovée • John V. Thill



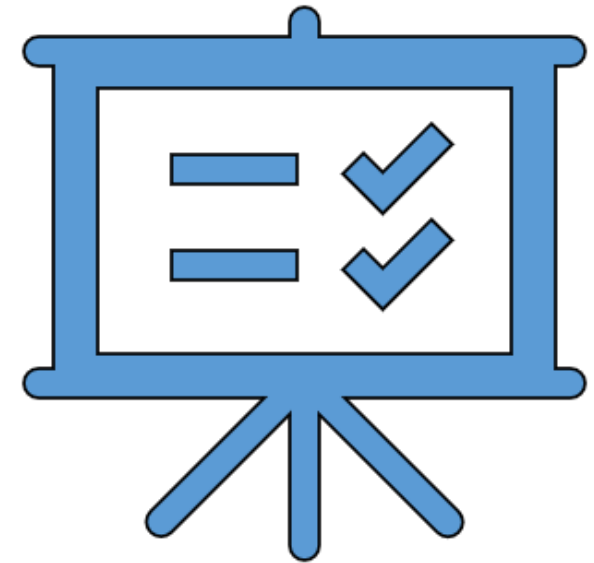
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Test your knowledge for the previous lecture

1. What is ethics?
2. What is ethical communication?
3. Examples of Unethical messages
4. An ethical dilemma
5. High and low cultural context
6. Culture differences



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Learning objectives

1. Types of teamwork
2. Advantages and disadvantages of the teamwork.
3. Recognize team members roles.
4. Determine team characteristics.
5. Communicating effectively in teams
6. Differentiate between team group and teamwork.



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The definition of the team

A team

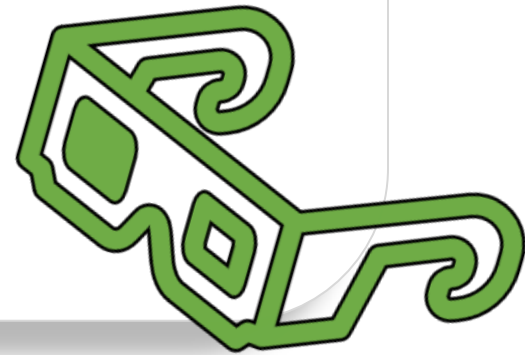
is a unit of two or more people who share a mission and the responsibility for working to achieve their goal.

Communicating Effectively in Teams

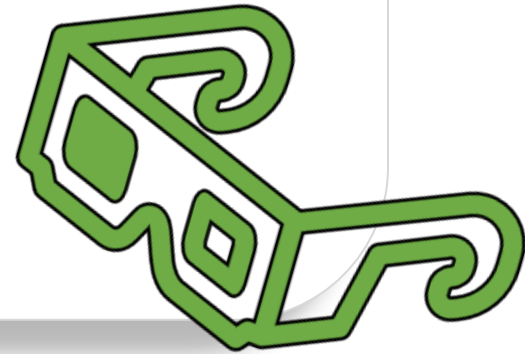
❑ is a small group of employees responsible for managing and performing technical tasks deliver a product or service to an external or internal customer.

❑ Such teams perform a wide variety of manufacturing and service activities.

- ❑ is a work group composed of workers from different
- ❑ specialties, at about the same organizational level,
- ❑ they come together to accomplish a task.



- ❑ are supposed to blend their talents.
- ❑ are widely used in product development.



- ❑ conduct most of their work by sending electronic messages to each other rather than conducting face-to-face meetings.

- ❑ A **virtual team** is a small group of people who conduct almost all their collaborative work by electronic communication rather than face-to-face meetings.

1 Information and Knowledge

By aggregating the resources of several individuals, teams bring more information to the decision process.



Advantages of Teams

2

Diversity of Viewpoints

Team members bring a variety of viewpoints to the decision process, if these diverse views are guided by a shared goal.



3 **Acceptance of Solutions**

Those who participate in decision making are more likely to support the decision and encourage others to accept it.



Advantages of Teams

4

performance levels

Effective teams can be better than top-performing individuals at solving complex problems.



Lecture 3

The disadvantages of teams



1 Groupthink

the willingness of individual members to set aside their personal opinions and go along with the rest of the team members, even if they are wrong.

2

Cost Issues

the high cost of coordinating group activities

as:

- ❑ Aligning schedules,
- ❑ arranging meetings,

2

Cost Issues

the high cost of coordinating group activities
as:

- ❑ coordinating a project can eat up a lot of time and money.

3

Hidden Agendas

Some team members may have a hidden agenda—private, counterproductive motives that affect the group's interaction.

A major challenge

A major challenge in becoming an **effective team member** is to **choose the right roles to occupy**.

Frequently observed positive roles are presented here.



A. Knowledge Contributor

- ❑ provides the group with useful and valid information and shares technical expertise with team members.



A. Knowledge Contributor

- ❑ this role pays enough attention to the human element to get the task accomplished.



B. Process Observer

- ❑ The process, or soft side, of teamwork includes the transactions that take place among and between team members.



B. Process Observer

- ❑ The Process Observer forces the group to look at how it is functioning by confronting others about the transactions taking place.

C. Collaborator

- ❑ keeps the team focused on its goal and frequently reminds the group to do whatever is necessary to stay on track.



D. People Supporter

- ❑ assumes some of the leader's responsibility for providing emotional support to teammates and resolving conflict.
- ❑ He or she serves as a model of active listening and is a model of etiquette and professionalism.



E. Challenger

- ❑ confronts and challenges bad ideas yet has good interpersonal skills.
- ❑ He or she will criticize any decision or preliminary thinking that is deficient, including ethical problems.



F. Listener

- ☐ Listening contributes so substantially to team success.
- ☐ The team leader must shift frequently into the Listener role.
- ☐ The Listener provides summaries for the group.



G. Mediator

- ❑ Resolve conflict by asking permission to interpret each position, and then makes the interpretation.
- ❑ Each side is given the opportunity to edit or correct the statement of his or her position.



G. Mediator

- ❑ Mediation can move a group away from being stuck, and on to more productive activity.

H. Gatekeeper

- ❑ When the opportunity gate for speaking is closed for several members, the Gatekeeper intentionally opens the gate.

H. Gatekeeper

- ❑ The Gatekeeper will request that a specific team member be allowed to contribute, or that his or her past contribution be recognized.

Characteristics of Effective Teams



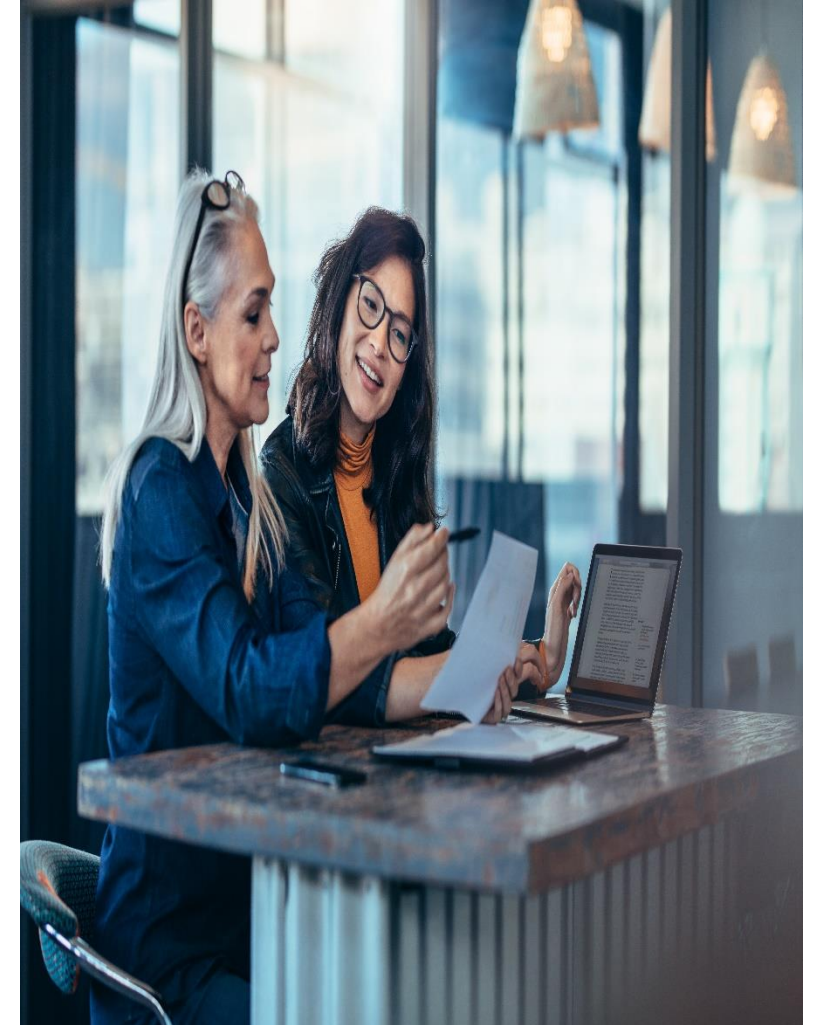
The most effective teams
share the following
characteristics:

- 1. Have a clear sense of purpose**
- 2. Communicate openly and honestly**



The most effective teams
share the following characteristics:

- 3. Reach decisions by consensus**
- 4. Think creatively**
- 5. Know how to resolve conflict**
- 6. Stat focused**



the collective **energy and **expertise** of the **various members** can lead to results that transcend what each individual could do otherwise.**

Difference between work group and work team

work group

A group that interacts primarily to share information and to make decisions to help each group member perform within his or her area of responsibility.

No joint effort required.



work Team

Generates positive synergy through coordinated efforts result in a performance that is greater than the sum of the individual inputs





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