

FIT3047

Teams

Managing personal & cultural differences, teamwork, & conflicts

The Break

week 9



On the menu this week

Read:

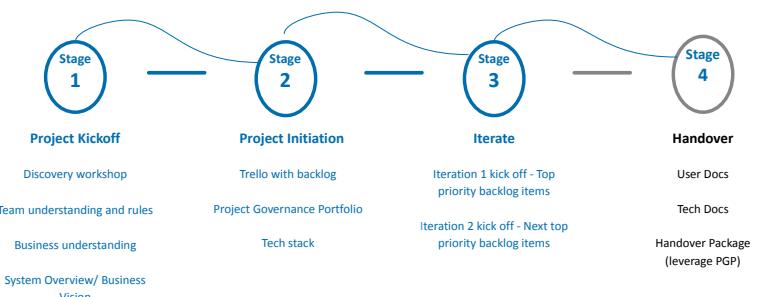
Watch

Participation quiz



Roadmap: Where we are

Plan for project



Your last iteration

ALL FUNCTIONS must be complete

Must be deployed on CLIENT folder on Monash server (would be on their ISP....)

DONE

remember 3 servers/folders
DEV
REVIEW
PRODUCTION



teams will need 27 tables

Housekeeping

- Interim grade
- Trelio boards up to date
- PGP up to date
- Let's see your analysis and design
- Scoping, time to take things out?
- Cohesive teams
- Review your work, but - check details, look errors/problems - DO NOT REWRITE
- Teams are struggling, BUT it will get better,

DON'T PANIC



Started talking about Teamwork, a few weeks ago



National skills commission, Department of Education skills and employment (june 2020)

Career Connect - Monash University

What employers want

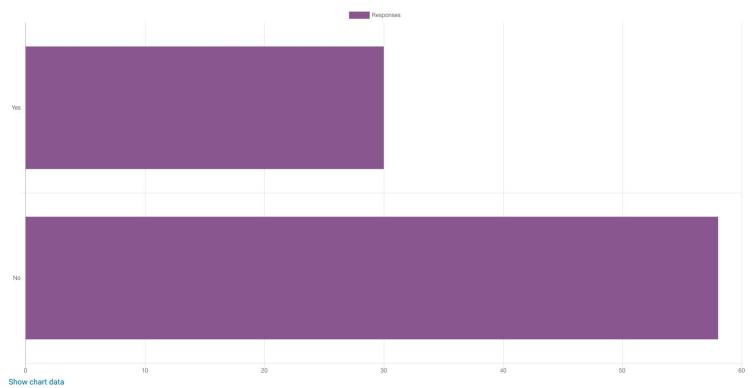
- Interpersonal & people skills communication
- Teamwork skills
- Creative problem solving adaptability and resilience
- Reliability and motivation
- Innovative thinking
- Digital literacy
- Critical thinking
- Presentation skills
- Entrepreneurial skills.

Differences - The Results Are In!

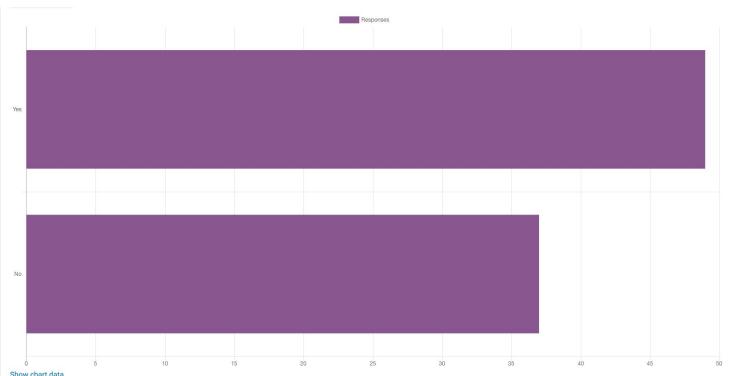
Do you think that cultural and social differences will affect how your team works?



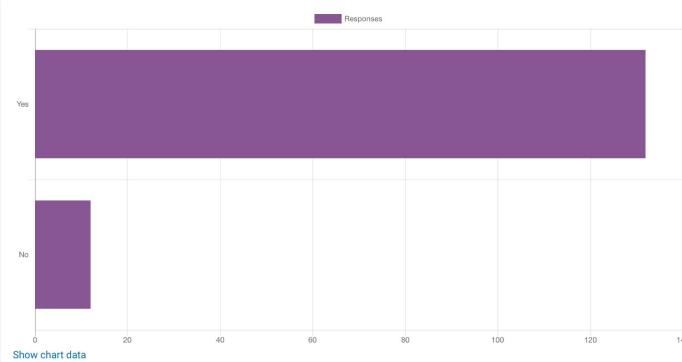
1. Getting something absolutely right is more important than delivering it on time



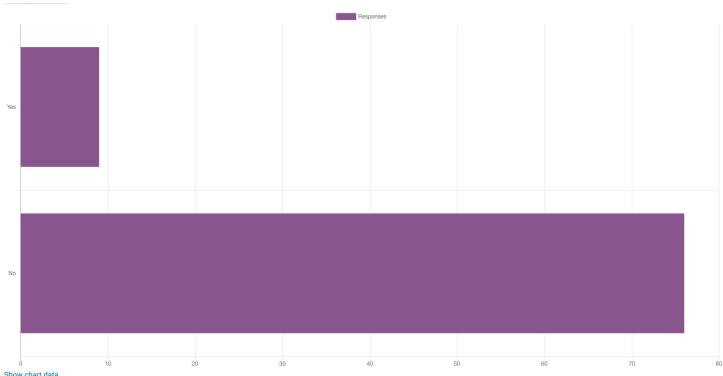
3. It's more important to share your idea than wait until you can express it clearly



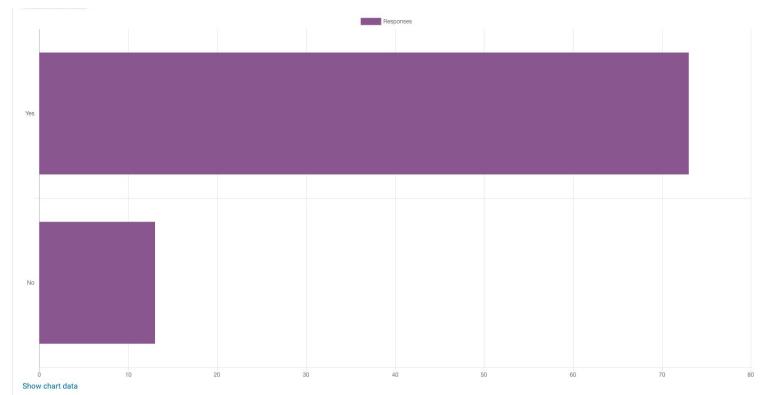
2. It's rude to interrupt other people in your team when they are saying something you disagree with



4. When you don't understand something it's best to keep quiet about it



5. When the work produced by your team isn't good enough the best way is to tell them directly



Working as a team

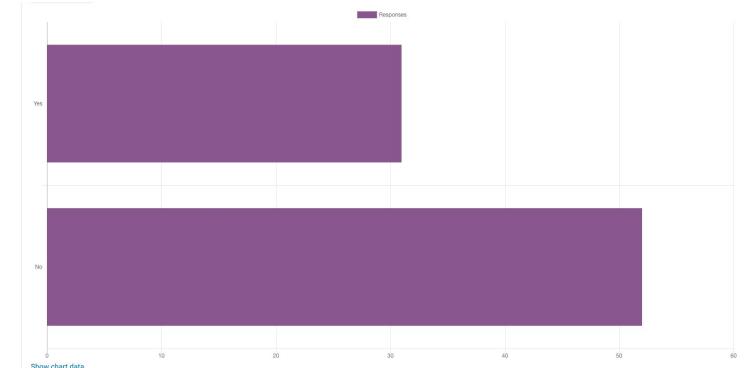
So think about how people in your team may do things differently from you,

They are not wrong, just different.

- Expectations
- Goals
- Motivations
- Behaviour
- Experience



6. Teamwork comes naturally to most people



Working as a team

Bruce Tuckman's stages of team development.

Where is your team?

Are you **STILL STORMING?**



Effective team members:

- Are team rather than individually focussed
- Are great communicators
- Deliver as promised – or raise hand when needed
- Proactive
- Can handle conflict and are:
 - Consultative
 - Inclusive
 - Sensitive
 - Respectful



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Working as a team - I statements

Najib says to Shweta, "You don't let me have any input."

Response might be defensive, giving examples of how that's not true, or complain that he never asks what he wants to do..... Full blown argument - no good

Najib says to Shweta: "I feel frustrated when we talk about plans for the next build, and I don't get to say what I want to do. I want us to both to have input."

Response might be more focussed on reducing his frustration level, working out how both can input, no blame! Focuses on this issue and doesn't resort to other issues. This is not accusing anyone of anything (the first one is)

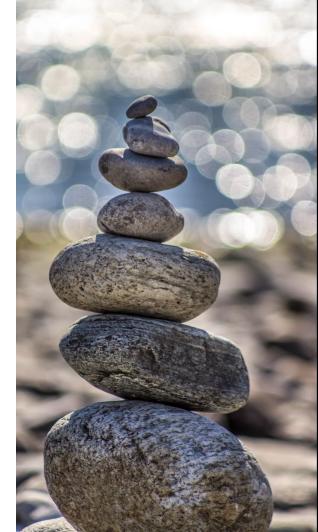
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Working as a team

Separate people from the problem.

Separate the work from your ego

- No interrupting
- Reflect back understanding of views
- Ask clarifying questions
- Really listen, don't prepare your rebuttal until you have **heard** the other person
- Use of "I" statements



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Working as a team

- Maintain composure
- Be direct, factual
- Go to the source

So you have a conflict with your team members – so what!

- **But** you've worked out how to solve it – Hooray!
- Assume the other person (people) means well
- Update your social contract

SMALL STEPS
ARE STILL
PROGRESS

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Some thoughts on teams...

- Respect your team members – **Be patient, Actively Listen, Trust**
- Encourage your team members
- Support your team members
- Help them improve the quality of their work
 - **but don't do their work!**
- Mentor your team members
- Find out about each other, have fun together



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What is intercultural competence, and why is it important?



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Conflict Handling Modes

1. **Competing** is assertive and uncooperative.
2. **Accommodating** is unassertive and cooperative
3. **Avoiding** is unassertive and uncooperative
4. **Collaborating** is both assertive and cooperative
5. **Compromising** is moderate in both assertiveness and cooperativeness

Each of us is capable of using all five conflict-handling modes.

None of us can be characterized as having a single style of dealing with conflict.

But certain people use some modes better than others and, therefore, tend to rely on those modes more heavily than others—whether because of temperament or practice.

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We measure what people do!

Not who they say they are

In your stand-ups - think about who is doing what and why - listen!

How we see people can be affected by mood, limited self-awareness or even wanting to work in a certain way.
(reflect about this in your diary blogs)

Even if self-aware, we change: in response to colleagues, our environment, our functional roles, and other experiences in our lives.

The picture we see may not be the one everyone else sees.

To make lasting, meaningful improvements to individual and team performance, everyone needs to be looking at the same picture.

To solve team problems, we need a team perspective.

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The Break

- Individual interviews
 - During the break
 - 5-10 mins each
 - No preparation
 - Checking they're okay
 - Times will be set up and if you don't know yet, you will be emailed.
 -
- Consults
 - Arrange during the break
- Have a rest
- Catch-up



Nearly There!

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<https://www.wncoutdoors.info/photo-gallery/south-mountains-state-park/nearly-there/>