# **W03 Reflection Write-Up: What Google Learned**

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BUS 321: Organizational Leadership

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# **W03 Reflection Write-Up: What Google Learned**

* From your personal experience, what have been key behaviors in effective teams?

From my personal experience, I have seen that my team was more effective when we all

listened to each other. When I was in an equal foot with my teammates and respected

each other, things were going better. I have also seen that when I trusted my teammates

and that I did not try to do the work or tasks that have been assigned to them, things went

smoothly. But sometimes, even though I was good, and my teammates were also

respectful, it didn’t turn out well because my teammates weren’t having the same

objectives / target as me. It wasn’t as important for them to accomplish the job. So having

a common goal and have the desire to do it was fundamental.

* What do group norms have to do with effective team building? What would you say

your current B321 group norms include (unspoken and spoken norms)? Are they

healthy group norms? If not, what could be changed?

The outstanding conclusion of the research made by say that: “The researchers eventually concluded that what distinguished the ''good'' teams from the dysfunctional groups was how teammates treated one another.”

I only have been to one of our meetings since I was busy the other one. But from that first meeting, I noticed that there were some people that shared more than others. But overall, the ones that spoke still were aware of how other people were feeling. There wasn’t a designated leader and I thought that was missing. But it is a healthy group norm I believe.

* How does psychological safety in a team increase overall effectiveness? What are the

roles of communication and empathy in creating psychological safety?

Group norms are important in term of effective team building, as the team respect each other and listen to each other, team members will feel emotionally secure and that help them at sharing their ideas and thoughts. It is by sharing thoughts and ideas that progress is made

* How does sharing personal experience and being vulnerable influence team

dynamics? (Think of the example of Sakaguchi.) Do you have any personal examples

of this in organizations you are involved in?

The great example given in the article by Sakaguchi and his team is a testimony of this. By sharing his deepest concern, Sakaguchi allowed team members to open up with theirs and the ice was broken, and they were able to share freely and not be afraid of being judged.

I recall on time when I was Zone Leader in the mission field. We had some struggle with having a zone unity and have a zone work together in one objective. I was able to see that some of the sisters of my zone didn’t look very well. I therefore proceeded to share my own concern about what I was going through and how I was feeling toward my mission. I then asked the other member of the zone how they felt, we all had a very special moment together. We were able to help each other out and we were more united. That also had the effect to open every zone member and we were able to get more ideas to do how missionary work can be done.

* What can you do as an individual to initiate effective team behavior?

I am currently having many groups project within my local university, and I was

wondering on how I could implement the things that I have learned here. I was thinking to

myself that my group members are mostly my friends, and it would be somewhat awkward to

share something very personal to them out of the blues.

But I believe that instituting a norm of respect and empathy would help without being

weird. When a group member share something and other interrupts him, I can say calmly but

with firmness that it would be good to listen to what he had to say.

I can encourage them to take the test “Reading in the eyes the mind” and we can all try to

work together to be more aware of what each group member is feeling like.

## References

*What Google Learned From Its Quest to Build the Perfect Team*. (n.d.). Retrieved September 29, 2022, from https://www.proquest.com/docview/1768006775