**Mo Tanveer**
**West Governors University | D370 - IT Leadership Foundations**
**Task #2**

**A)**

<u>Meeting Agenda Closeness</u>

Although the meeting started off close to the set agenda with Kamal's status update, it was quickly derailed when Mei voiced concerns about the project timeline and potential security risks her team was facing. Then, as originally planned, Li presented the results of their report to the team. The findings of their report were met with discussion of how the collected data likely favored Diego's team. This bias and Diego's preference to continue with the initial report led to further discussion regarding the creation of an updated report. Mei and Li ultimately advocated for a new report to be generated before any decisions were made. This course of action delayed the project for one more week.

<u>Meeting Conflicts</u>

Diego, wanting to prevent further delays, advocated for swift action, citing his team's high-profile accomplishments. However, this push to move forward was opposed by Mei, who cited her team's low morale, use of private company equipment, and biased data collection, as grounds to delay the project for an additional week.

<u>Individual Responses to Conflict</u>

Mei, frustrated by the lack of proper support from management and the unrepresentative data, initially came across as argumentative. She disagreed with Diego's stance on using the provided data, arguing that it was incomplete and biased. Despite the possibility of inaccuracies, Diego pushed to use the data because it favored his team. Throughout the discussion, he attempted to gain favor by charming Kamal, hoping to sway his decision. However, Li remained open and willing to listen to differing opinions, ultimately siding with Mei's request for an updated report. Kamal managed the meeting, allowing for minor interruptions without becoming upset or reprimanding Mei. He listened to her concerns attentively and maintained a positive attitude, ensuring a constructive discussion.

**B)**

<u>How communication strategies influenced meeting outcomes</u>

Li's communication throughout the meeting was open, respectful, and positive. They clearly communicated their findings, mindfully engaged with their teammates, and even accepted criticism of their data collection methods. Kamal's structured and patient approach was a key

factor in ensuring the meeting remained objective and fair. He provided each team member with ample opportunity to voice their concerns and avoided responding emotionally when interrupted. Both Kamal and Li exemplified positive meeting etiquette and helped positively  influence meeting outcomes. Furthermore, they both used professional business etiquette by outlining next steps, communication methods, and presented their information clearly.

<u>How some communication strategies hindered decision making</u>

Mei's tone and actions earlier in the meeting were assertive and less than professional. Her frustration with her team being overlooked, low morale, and growing security concerns translated into a more aggressive stance. Mei faced opposition from Diego, who, although not aggressive, attempted to win over Kamal through compliments—a behavior that can be seen as self-serving. Diego negatively impacted the meeting by pushing to accelerate the decision-making process despite incomplete data, all in an effort to benefit his team. Both Mei and Diego hindered decision-making by introducing friction to the environment.


**C)**

<u>Leadership Skill Displayed by Informal Leader</u>

Li was the informal leader of the meeting as they showcased their adaptability and understanding abilities, particularly in relation to the overall situation and specific circumstances, such as Mei's argument. They were calm and understanding when considering Mei's concerns about their data report, and responded in a fair and respectful manner.

<u>Justification of Informal Leader</u>

Li was a good example of an informal leader as they exemplified patience, empathy, preparedness, objectivity, and adaptability. A good leader respects the time of others, and Li came to the meeting with their data, presenting their findings in a clear and concise manner. They responded to concerns about their data collection process calmly, admitting that their report could be improved; this helped maintain their objectivity and patience. Li was also open to listening to various viewpoints and understood Mei's frustration, highlighting their empathy. Lastly, Li provided the team with suggestions for next steps and didn't break the chain of command while still taking the lead, which emphasizes their adaptability.

<u>Informal Leader Maintains Focus on Problem</u>

Li maintained focus on the problem by  respectfully asserting the need for accurate data and advocating for an updated report. When Diego wanted to use the incomplete report, Li countered by emphasizing the importance of obtaining comprehensive information. They further highlighted their objectivity when questioned by Mei, thoroughly explaining their data-gathering techniques and the reasoning behind them. This approach addressed Mei's concerns about the

report's potential biases and the impact on her team's morale. By validating Mei's frustrations and advocating for a more accurate report, Li demonstrated empathy and ensured the discussion remained centered on resolving the core issue of data accuracy. While acknowledging Kamal's final decision-making authority, Li clearly articulated why gathering more information would be beneficial, maintaining the focus on the problem at hand.

**D)**

Despite some frustrations from Mei and Diego, the overall dynamics of the meeting were positive. Kamal and Li were largely responsible for positively impacting the meeting dynamics, ensuring the team moved toward a productive and positive meeting decision. The team decided to delay another week to ensure the best decision would be made, reflecting their commitment to making thoughtful and collaborative choices.

Diego showed confidence and pride in his team's abilities, which allowed him to advocate for their interests effectively. Although Diego did not get the outcome he wanted initially, he respected the team's decision and did not add any additional friction. His respectful behavior towards everyone involved, including his support for Kamal at the start of the meeting, demonstrated his interpersonal communication competence.

Kamal was a well-structured and calm leader, contributing to a relatively smooth meeting. He maintained composure when Mei interrupted him, allowing her to express her concerns, which showed his emotional stability and maturity. Kamal's willingness to listen to Li's explanation of their findings and Diego's views early on highlighted his patient and inclusive communication style, positively impacting the team dynamic.

Mei was initially assertive and frustrated, which negatively impacted the team dynamic. Her and Diego's direct opposition created some friction. However, when Li offered empathy and support for Mei's cause, her demeanor changed. Kamal's support for Li and Mei's stance at the end of the meeting further contributed to the overall positive group dynamic. Mei's conviction ultimately helped the team arrive at a more objective outcome, demonstrating the importance of empathetic listening and validation.

Li was open and understanding throughout the meeting. Their respectful communication style, shown through intentful listening and clear explanations, contributed positively to the team environment. Li's calm explanation of her methodology when questioned by Mei exemplified effective interpersonal communication and empathy towards others' concerns.

**E)**

List of next meeting attendees

- Myself, Implementation Lead
- Kamal, Supervisor and Chairperson
- Li, Data Analyst
- Mei, Team B Manager
- Diego, Team A Manager
- Omar Patel, Administrative Assistant

Questions to ask in the next meeting

- Diego, can you provide more details on the high-profile project your team is expecting and its timeline?
- How do we handle potential conflicts or challenges that may arise during the pilot implementation phase?
- Mei, can you provide examples of projects where your team struggled due to inadequate resources, and how the equipment upgrade could have helped?
- What additional support or resources do you think would be necessary for the successful implementation of the upgrade for either team?
- Li, Can you provide a detailed explanation of your data collection methodology to ensure everyone understands the process?
- Kamal, how do you propose we balance the needs of Mei's team with the urgency of Diego's team's upcoming high-profile project?

Goals and Expectations

The primary goal for the next meeting is to select the pilot team for the equipment upgrades by reviewing Li's updated report and addressing deployment concerns. We will ensure everyone is informed and on board, find the support needed, and set clear goals for success. We'll also establish a communication strategy to keep stakeholders updated. We'll handle any issues and outline next steps with clear tasks to keep the team working well and moving forward smoothly.

Facilitate the meeting towards consensus

To facilitate the meeting and lead the team to a consensus, we'll begin with a brief recap of the previous discussions and the considerations that were made. Li will then present the updated report, highlighting key findings and addressing any previous concerns. Once the findings are shared, we'll open the floor for questions and comments from all attendees. We'll discuss the factors that will go into selecting the pilot team, including team readiness, resource needs, and potential impacts on ongoing projects. We'll emphasize that this pilot program is a test, and its success could lead to broader implementation across the company.

**E1)**

<u>Justification</u>

The follow-up meeting plan is well-justified through its strategic attendee selection, focused questions, clear goals, and consensus-building approach. Including previous attendees ensures continuity of discussion, while addressing crucial issues raised earlier gathers essential information for decision-making.

Clear goals provide direction, keeping discussions on track. The consensus-building approach encourages collaboration and buy-in from all team members. Presenting the updated report addresses previous data concerns and provides a solid foundation for discussions. Emphasizing the project's pilot nature frames the decision more broadly, potentially easing inter-team tensions.

This plan balances team interests, addresses previous concerns, and sets the stage for successful implementation of the equipment upgrades, while maintaining focus on overall business objectives.