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Mob assessment

# Summary

This following analysis is based on a study created by Scott, Muriel E. This analysis will explore the challenges and difficulties surrounding global virtual teams (GVT). Difficulties faced by GVT’s can range from time, culture and location. By reviewing this study, we can identify how use conflict resolution methods to use whilst operating within a GVT. The verity of rules and resources that can assist GVT’s on how they structure their time to maximise their effectiveness within workplace using technology and communication.

# Question 1 – identify and explain communication challenges that GVT face

GVT faces many different and often difficult to overcome issues, some issues for example, time language and culture. GVT team members located different geographically and different locations have their own time zone due to which they face problem in scheduling meeting, coordinate activities, cannot solve each other problems and even more. In case of culture, GVT team members come from different culture so they have different mindset and assumptions. Therefore, they faced difficulties in understanding each other and feel uncomfortable. The other factor is language, due to having variation in language they feel uncomfortable in expressing their thoughts and ideas due to which, it effects the level of trust and equality in team. (based 303-304 M. E. Scott)

# Question 2 - identify and discuss benefits that diversity in teams offers for the development of ICT systems

Having different members in a working group allows organizations to have multiple perspectives on how they can solve the problems that may arise ¹ and on the other hand lead in innovation and creativity, since each member can provide different solutions based on their perspective of the local market where they are ², since they have a greater understanding of the needs of the place ³. It is also worth noting that some resources, as in this case software engineers, represent a lower cost if they are hired in other countries, so the company may be hiring the right person at a lower cost than they can find in their country. (based 302 M. E. Scott)

# Question 3 - Provide one recommendation for GVT to improve their communication

To improve communication standards in GVT’s, they must follow the basic principles of communication such as being open minded and using clear and concise language refraining from use of jargon, slang and so on. This introduction point serves as a building block to the following idea scrum. Scrum can be broken into four parts for first being “shared value”, “communicate through the roof”, “we are one team” and finally “meeting them halfway” (based 312 -314 M. E. Scott). Scrum is effective method when appropriate amount of feedback is received. This idea only works so long as all members are a high standard of education, and that all member access to necessary resources. All members should be present for online meetings that way communication is clear otherwise record the interview and email staff members.

References

1. Muriel E. Scott ‘‘Communicate Through the Roof’’: A Case Study Analysis of the Communicative Rules and Resources of an Effective Global Virtual Team

2. Zakaria, N., Amelinckx, A., & Wilemon, D. (2004). Working together apart? Building a knowledgesharing culture for global virtual teams. Creativity and Innovation Management, 13, 15–29.

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