SWEN90016

Software Processes & Project Management
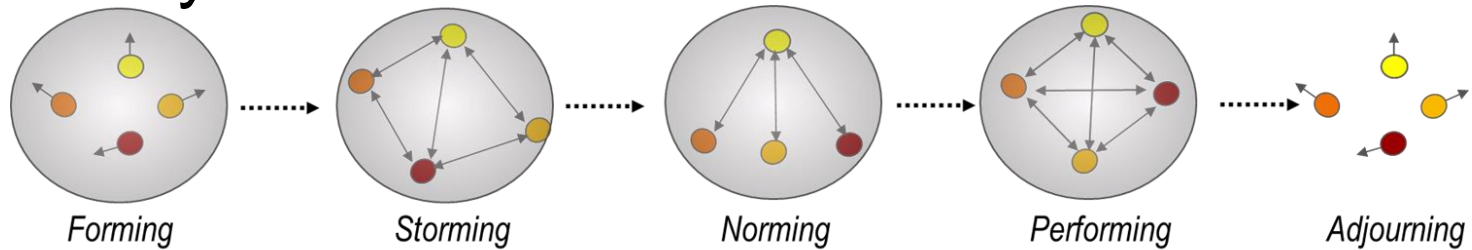
Teams,
Virtual Teams Communication

2021 – Semester 2

Tutorial 7

Explore **team**
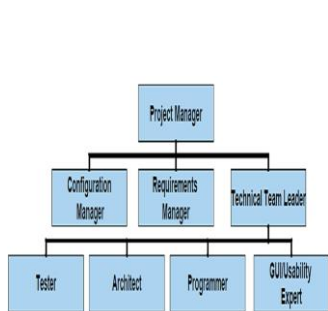
- how teams are formed,

- the different roles that individuals adopt.

Team life cycle

Forming → Storming → Norming → Performing → Adjourning
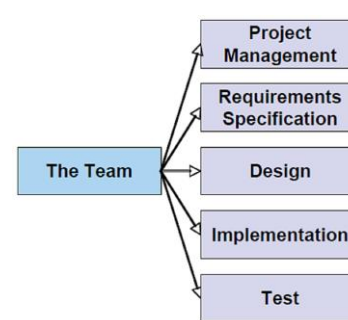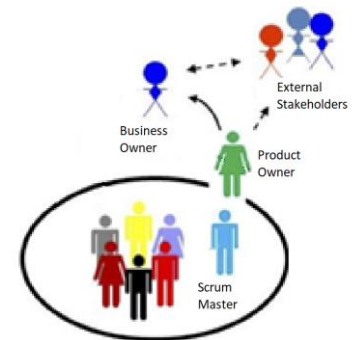
Team structures
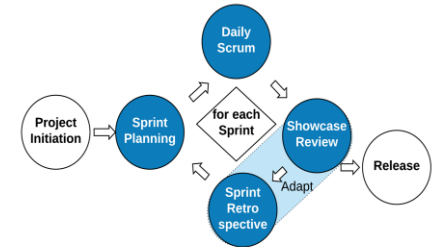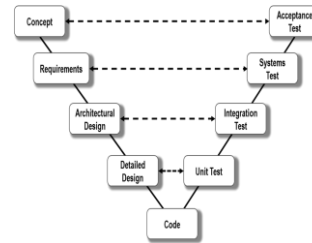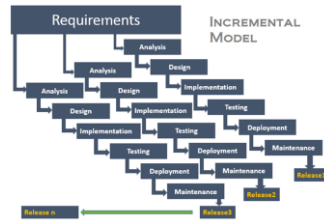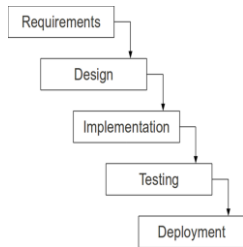

Controlled Centralised
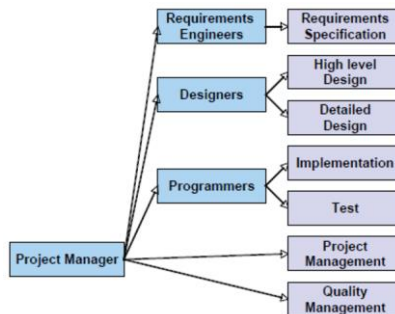
Controlled Decentralised

Democratic Decentralised

Scrum Team

SDLC models

The team structure, the lifecycle and the SDLC model
influence and *constrain* each other

Design an effective team structure to make your project succeed.

Team Roles

1. Consider the individuals in the team (10 mins)

Consider your own strengths and weaknesses

What roles might you play in your project team?

Initiator: offers ideas, solutions, brainstorm, lateral thinker
Information seeker: wants facts
Information giver: describes own experience, offers facts, clarification
Coordinator: combine contribution of others
Evaluator: assess quality of contributions
Encourager: praising, accepting, cohesion and warmth
Harmonizer: build consensus, humor to neutralize anger
Standard setter: focus on goals, standards
Follower: agreeable
Group observer: provides feedback
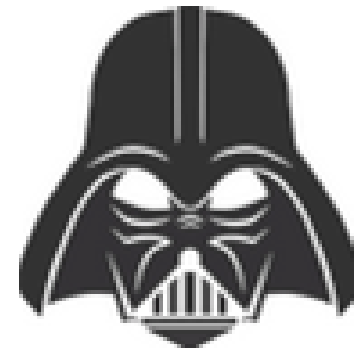
What roles are necessary for a high functioning team?

Task

Initiator:

Information seeker:

Information giver:

Coordinator:

Evaluator:

Maintenance

Encourager:

Harmonizer:

Standard setter:

Follower:

Group observer:

What are the pros & cons?

Danger of group-think

Destructive

Blocker

Recognition seeker

Dominator:

Free rider:

Avoider:

Lone wolf:

Free rider needs enforcer

Explore **teams**

- virtual communication.

What is a Virtual Team?

Refers to: a group of individuals who work together from different geographic locations and rely on communication technology. [1]

Also known as:

geographically dispersed team
distributed team
remote team

(Wikipedia)

advantages

appeal to employees

- More flexible with work and personal commitments

appeal to organisations

- Organisations can access the best GLOBAL talent
- Save on real estate costs

disadvantages

- Lonely?

Virtual 996 ?   9am – 9pm, 6 days a week

- 007   0am – 0pm, 7 days a week

Which communication tweaks improve remote communication?

Video ON: to enable body language
Emoticons: when used authentically
Comfort noise: confirm you are listening

What communication tools & technologies are relevant?

Zoom
WeChat
WhatsApp
Slack
Email

Email: setup & introduction
Video greetings
Exchange expectations
Find a role which adds value
Email: confirm meeting outcome

What is conflict resolution at work?

Disagreeing on approach, plan or amount of work. Technical solution divergence

How is conflict resolution at work different from social family conflict resolution?

Dynamics have to stay professional, on point and not be made into personal attacks. Sometimes in both cases you have to defer to higher power (parent or manager)

Have you heard of mediation and do you know what it means?

Mediation the process where by a third party, with no preconceived alignment comes in to help resolve the issue

An interesting read-

https://hbr.org/2021/09/collaboration-overload-is-sinking-productivity

Thank You!