Healthcare Scheduling Project

Virtual Team Exercise

Part of the vendor implementation team is not working on-site at the hospital. You're concerned that some of the team members aren't appropriately engaged with the project. One of the vendor developers rarely says anything on the team calls. You aren't sure whether the developer is simply quiet by nature, doesn't have anything to share, or is uncomfortable about something with the project.

What steps can you take to determine the developer's engagement?

Solution

In your next team call, ask different and specific questions of many of the attendees, including the developer. That way, you won't appear to be picking on that person exclusively. Ask the developer for an opinion about something on the agenda.

Another approach is to email questions to team members asking for opinions. Ask team members to respond directly to you.

If the developer responds with a well thought out opinion including reasoning to back it up, you know the developer is knowledgeable and engaged. In that case, you can continue to ask questions or use email to obtain insight from the developer.