

Introduction to Groups and Teams



Groups – what are they ?

- A group is a collection of individuals connected by and within a social relationship. The members of the group interact with one another and also with the group as a whole.
- A purpose of existence of every group.
- Group members identify the purpose of the group and bond together.
- Communication and interaction among group members will be according to formal or informal set of rules and norms.

Characteristics of a group

- Frequent interaction which includes interpersonal communication and relationship interaction.
- Interdependence among the members and mutual influence.
- Hierarchy, leadership and pattern of rules and norms.
- Common objectives, common beliefs and common expectations regarding outcomes. ☐
Cohesiveness and unity among members.

Types of groups

- Formal
- Informal

Difference between Formal and Informal Group

BASIS FOR COMPARISON	FORMAL GROUP	INFORMAL GROUP
Meaning	Groups created by the organization, for the purpose of accomplishing a specific task are known as Formal Groups.	Groups created by the employees themselves, for their own sake are known as Informal Groups.
Size	Large	Comparatively small.
Life	Depends on the type of group.	Depends on the members.
Structure	Well Defined	Ill Defined
Importance is given to	Position	Person
Relationship	Professional	Personal
Communication	Moves in a defined direction.	Stretches in all the directions.

Importance of formal groups

- To accomplish complex and independent tasks those are beyond the capabilities of individuals.
- To create new ideas
- To coordinate interdepartmental efforts
- To solve complex problems requiring varied information and perceptive.
- To implement action plans.
- To socialize and train new comers

Importance of informal groups

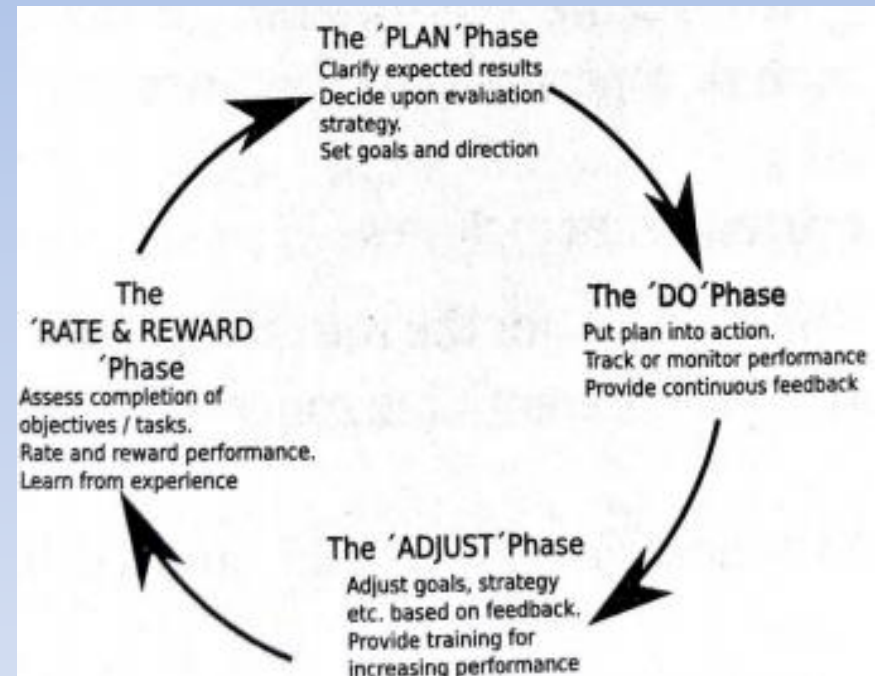
- To fill in the gaps of manager's abilities
- To solve work problems
- To have better coordination
- To channel communication
- To have better relations

Stages of group formation

- Theory of Tuckman and Jenson
 - Forming
 - The members get to know each other.
 - Storming
 - Members of the group seek out like-minded members, characterised by the inevitable conflicts arise in the group
 - Norming
 - Members become invested in the group as a whole and the common goal of the group.
 - Performing
 - The Members of the group now function as a whole
 - The group becomes fully functional and matured.
 - Adjourning
 - the group often adjourns or ends after the completion of the task and any subsequent needed evaluation.

Managing team performance

- The process of continuous evaluation of the effectiveness of a team.
- includes varying and adjusting the different factors which influence the performance of a team.
- is directly related to the individual performance and the way how the individual performs and contributes in a team.



Life Cycle of Member Roles

1. Potential member	Curiosity and interest
2. New member	Joined the group but still an outsider, and unknown
3. Full member	Knows the “rules” and is looked to for leadership
4. Divergent member	Focuses on differences
5. Marginal member	No longer involved
6. Ex-Member	No longer considered a member

Groupthink

- **Groupthink** is a psychological phenomenon that occurs within a group of people in which the desire for harmony or conformity in the group results in an irrational or dysfunctional decision-making outcome.
- Cohesiveness, or the desire for cohesiveness -> agree at all costs. This causes to minimize conflict and reach a consensus decision without critical evaluation
- requires individuals to avoid raising controversial issues or alternative solutions, and there is loss of individual creativity, uniqueness and independent thinking.
- group dynamics of the "ingroup" produces an "illusion of invulnerability"
- Thus the "ingroup" significantly overrates its own abilities in decision-making and significantly underrates the abilities the "outgroup").
- can produce dehumanizing actions against the "outgroup".

Getting acquainted (ice breaker games)

- Name game
- Fill in a friend
- Word Associations
- Human Bingo Hunt
- How do you tag
- Name train
- Fact or fiction
- Pipe cleaner interviews