0:00   [MUSIC] You have two team members who are frequently assigned to the same activities. Typically the way in which they are meant to work is that one of the resources, we will call him Sam, is meant to be available to answer questions about the work. Sam is to help if there is a problem, or to brainstorm solutions when there are issues completing the work. The other resource, we will call him Joe, is the resource that will actually complete the work. For example, during project A, the new product required some design work. Joe is the one who was supposed to create the design, and Sam was the person Joe could go to for questions or concerns about designing this type of product. Both Sam and Joe are good and diligent workers. They get along well with one another, and they get along well with you and their coworkers. Sometimes there does seem to be some confusion as to who is supposed to do what. For example, in a meeting, Sam and Joe both realize that they were each trying to design the new product.

1:07   Another time, a different team member had some questions about the work. Before Sam could reply to the questions, Joe responded. As the project manager of project A, where all of our resources are 100% dedicated to the project, can you think of a way to help them out?

1:22   In this instance, the best choice provided is B, because this module discusses this tool, and because you are being proactive and finding a way to help cut through the confusion. Some will be tempted to go with A, but in a projectized environment, you are the one in charge. And although you do not want to ignore functional management, this really is something that you can take care of. C is not a good option, because you are not being proactive.