

Team Dynamics

Problem Solving & Decision Making:
Introduction to Problem Solving ; Best
Practices of Group Decision Making
(consensus & ethical decisions);
Implementing Decisions



Team Dynamics

What is Team?

A team is defined as a group of people who perform interdependent tasks to work toward accomplishing a common mission or specific objective. Some teams have a limited life: for example, a design team developing a new product, or a continuous process improvement team organized to solve a particular problem.

- Groups of two or more people
- Interact and influence each other
- Are mutually accountable for achieving common objectives
- Perceive themselves as a social entity



INTRODUCTION TO PROBLEM SOLVING

What is Problem Solving and Why is it Important?

Problem solving is the process of identifying a problem, developing possible solution paths, and taking the appropriate course of action.



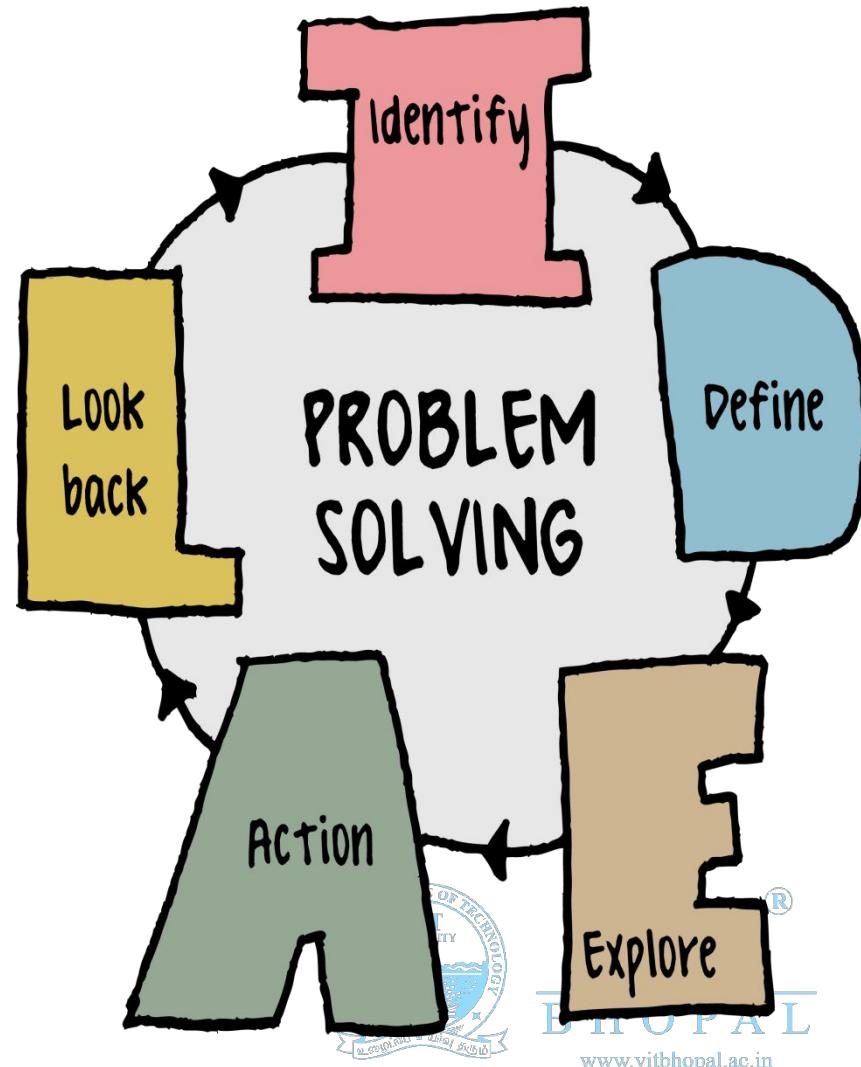
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- Good problem solving skills empower you not only in your personal life but are critical in your professional life.
- In the current fast-changing global economy, employers often identify everyday problem solving as crucial to the success of their organizations.
- For employees, problem solving can be used to develop practical and creative solutions, and to show independence and initiative to employers.



IDEAL is just one problem solving strategy. Building a toolbox of problem solving strategies will improve your problem solving skills. With practice, you will be able to recognize and use multiple strategies to solve complex problems.

- **Identify** the problem
- **Define** the context of the problem
- **Explore** possible strategies
- **Act** on best solution
- **Look back** and learn



Small and Large Decisions

Making decisions and solving problems are two key areas in life, whether you are at home or at work. Whatever you're doing, and wherever you are, you always face countless decisions and problems, both small and large, every day.



Small and Large Decisions

- In your day-to-day life you're likely to encounter numerous 'small decisions', including, for example:
 - *Tea or coffee?*
 - *What shall I wear today?*
- Larger decisions may occur less frequently but may include:
 - *Should we repaint the kitchen? If so, what colour?*
 - *Should we relocate?*
 - *Should I propose to my partner? Do I really want to spend the rest of my life with him/her?*

Decision Making Process

- Define and clarify the issue - does it warrant action? If so, now? Is the matter urgent, important or both.
- Gather all the facts and understand their causes.
- Think about or brainstorm possible options and solutions.
- Consider and compare the 'pros and cons' of each option - consult others if necessary or useful - and for bigger complex decisions where there are several options, create a template which enables measurements according to different strategic factors
- Select the best option - avoid vagueness and weak compromises in trying to please everyone.
- Explain your decision to those involved and affected, and follow up to ensure proper and effective implementation

Problem Solving

- Introduction to Problem-Solving
- Identifying and Structuring Problems
- Investigating Ideas and Solutions
- Implementing a Solution and Feedback
- Social Problem-Solving



Best Practices of Group Decision Making

- Fill the right roles.
- Get input separately, then share perspectives.
- Communicate what and why, and how they helped
- Score your organization
- Focus on key decisions
- Make decisions work
- Build an organization
- Embed decision capabilities



thank you!



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