



Teamwork and Collaboration

Techno Functional Soft Skills

In this module, you will collaborate with fellow learners to solve a customer problem and present solutions.

What you will learn



At the core of the lesson

You will learn how to do the following:

- Collaborate in a team.
- Use a collaboration tool.
- Analyze a problem.
- Brainstorm as a team.
- Present a solution.

Teamwork and collaboration: Activity overview

Group activity

- You will work in groups to develop a solution for the given assignment. Your group will act as a team of solutions architects to provide a customer with a systems operations (SysOps) solution.
- Secondary goals include the following:
 - Prepare for and conduct a question and answer (Q and A) session with the customer.
 - Describe the exact problem.
 - Create a list of possible solutions.
 - Filter options to identify the best solution.
 - Present the solution to the customer.

Q and A stands for **question and answer**. It refers to a communication format where an individual answers questions that are asked by an interviewer, a reporter, people in an audience, or others.

Teamwork and collaboration: Background

The scenario

- A bank manager approached an Amazon Web Services (AWS) product manager about a data leak that occurred 6 months ago. As a result of the leak, the bank lost money.
- The bank manager has concluded that it's time to make fundamental changes to the bank's systems operations. The manager isn't satisfied with the efficiency of the bank's systems operators. The manager also has concerns about the security of sensitive customer information and the stability of the bank's systems. The manager has lost confidence in the expertise of the SysOps team. This situation has driven the manager to approach AWS.

Teamwork and collaboration: Preparation

Prepare for and conduct a Q and A session with the customer.

- Group activity
- Preparation time: 30 minutes
- Q and A time: 30 minutes
- Activities
 - Each group will appoint representatives to meet with the customer. The instructor will play the role of the customer.
 - The representatives will meet the customer in person. The rest of the class will attend as a silent audience.
 - Your group's goal will be to clarify the needs and expectations of the customer.

Teamwork and collaboration: Solutions

Problem description and solutions

- Group activity
- Time: 60 minutes
- Process
 - Analyze the problem by using a whiteboard, flow chart, or similar tool.
 - Identify the exact problem.
 - Brainstorm a list of possible solutions.
 - Filter options to identify the best solution.

Teamwork and collaboration: Presentation

Solution presentations

Each group will give a formal presentation of their solution.

- Group activity
- Preparation time: 30 minutes
- Presentation
 - Each group will appoint one group member to give the presentation.
 - The presenter will deliver a 10–15 minute presentation.
- Criteria
 - The presentation must contain visual material.
 - The presentation must be emailed to the instructor.
- Evaluation
 - After each presentation, the class will provide feedback on the group's presentation skills.



Thank you



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Thank you for completing this module.