**OSM1 TASK 2: MEETING ANALYSIS**

Robert J. Robinson

Student ID: 01168728

Western Governors University

1. **Explain the outcomes of the meeting, including the following:**

***•  How closely the meeting followed the meeting agenda***

The agenda was to review data and make a decision on the team that would be getting upgraded, but it seems to have been already derailed due to the fact that the team lead for the upgrades was not able to make the calls. You could also sense a lot of frustration between the teams relating to who would get the new upgrades first.

***•  The conflicts that emerged during the meeting***

The main conflict that I noticed was that Mei interrupted Kamal to ask what the hold up with the roll out was. This question didn’t seem to get answered, and was disruptive to the meeting and everyone else, adding to an already tense situation. Another conflict was that parts of the team were not happy with the data that Li presented. Li felt, after learning that some members were out last week, that it didn’t represent the study accurately. Diego and Kamal wanted to have a decision made today, as that was the expectation of this meeting. The delay seems to frustrate both of them

***•  How different individuals responded to conflicts that emerged during the meeting***

Mei always seemed to be defensive to everything. Not only with the interruption at the start of the call, but she was also very argumentative about the sample size of the data. It seems that she was wanting more data to appear that would be in her favor.   
  
Diego was very displeased with the results. As the notes email pointed out, he wants to take action, even if the data does not support that decision.

Kamal was passive in the meeting, and towards the end just accepted what Li and Mei had to say.

Li was very professional and answered the direct questions about the data. She seemed cautious to challenge Mei.

**B.  Evaluate the effectiveness of communication strategies demonstrated in the meeting, including the following:**

•  ***How various communication strategies influenced meeting outcomes***

Mei was very vocal in the meeting, but also made a lot of clear and valid points. She is a strong communicator, and everyone seemed to agree with her except for Diego.

Diego seemed passionate about his team, and because the data seemed to favor him, he didn’t see any issue moving forward with his team for the pilot program. After re-watching the video, he didn’t really add much value to the topics discussed, and only showed that he was not happy with waiting.

* ***How some communication strategies hindered decision making***

Though Mei originally interrupted Kamal, I feel like she was effectively communicating her position. She also expressed how it would affect her team, their morale, and future productivity. She always used facts and not emotion for her arguments that allowed her to gain favor with the group.

Diego seems to lead with emotion and could not back up his arguments with anything other than “High Profile” projects and looking good for leadership.

1. **Identify the informal leader of the meeting and analyze their approach to leadership, including the following:**

Mei is the informal leader.

***•  A leadership skill exhibited by the informal leader***

Mei is able to clearly communicate her thoughts. She explains why the data is not an accurate representation of her team by explaining the technical and conceptual reasons.

***•  A justification of why you identified that particular informal leader***

Mei was able to quickly explain why the data presented was not accurate. She explained that her team is very technical and fixes their own issues. She also explained that members on her team have often had to use personal devices that could open the company up to potential security issues. As the meeting continues, she had more speaking time, because she seems to command that presence. The rest of the group respected what she had to say.

***•  How the informal leader maintains focus on the problem being discussed in the meeting***

As with all data, you need to have an accurate sample size to make a data driven decision. This is what Mei pointed out from the start. As the quality metrics used were not designed for her tech savvy team. Another unrelated issue was that in that time period, her team has several people offline, which contributed to the unreliable data.

1. **Explain the overall interpersonal dynamics of the team, including how each team member contributed to the meeting’s outcome.**

Kamal seems to have a good rapport with the team, and has a reputation of handling projects that need a quick resolution. As the leader of the call, he had an expectation on assigning a team for the pilot and expressed that at the start.

Li was preparing the data. They did some research on team metrics. They did not directly interact with anyone on the call except for Mei and answered her questions directly and professionally.

Diego is a team leader that want to get the upgrades completed. He expressed a few times about how the velocity of this project was at a standstill, and that by the time the upgrades are finally rolled out, that they will need new ones.

Mei was a very vocal person on the call, all but being the main speaker. She presented her issues with the data and wanted to make a fair decision based on accurate data.

**E.  Plan a follow-up meeting in response to Kamal’s email to facilitate agreement on prioritizing one of the two teams, including the following:**

**•  A list of team members that should attend the meeting**

I would invite everyone that was present in the last meeting. Li, Diego, Mei and have Kamal chair the meeting.

•  **Questions you will ask in the meeting**

* + How big are the teams?
  + Are there any projects that could be hindered by issues that may come up during the upgrade?
  + Is everyone on the team available for troubleshooting over the next few weeks to ensure that the roll out goes smoothly?

**•  Goals and expectations for the meeting**

* + Review the data that is presented and make sure that everyone agrees that it accurately represents their teams
  + Decide on a team that will be getting the roll out without any further delays.

•  **How you will facilitate the meeting and lead the team to a consensus**

1. Justify each component of the given points from part E of your follow-up meeting plan.

Going through the questions listed above, I will allow the data to be presented. After asking the questions, I will explain that we will need to make small changes in order to have the roll out continue before we open it up to the larger set of company computers. Team size could be a driving factor because a larger team would take a longer time to upgrade, and with the project delayed already, this will only add to a delay for the rest of the company. A smaller team could get the upgrades faster, which would allow the rest of the company to also get upgraded faster. I will also discuss if there will be any negative impact on current work projects, and which team will there be less of a disruption to over all operations. Mei had mentioned that some of her team were not working, so I would also make sure that the teams understood that we would have to take that into consideration so that we are not upgrading only part of a team.