**OSM1 TASK 2: MEETING ANALYSIS**

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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 decide on the team that would be getting upgraded, but it seems to have been already derailed because the team lead for the upgrades could not 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 central conflict that I noticed was that Mei interrupted Kamal to ask what the hold-up with the rollout 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. After learning that some members were out last week, Li felt 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 about everything. With the interruption at the start of the call, she was also very argumentative about the sample size of the data. It seems that she wanted more data to appear that would be in her favor.

Diego was very displeased with the results. However, 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, he just accepted what Li and Mei had to say.

Li was very professional and answered the direct questions about the data. However, 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 obvious 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. However, after re-watching the video, he didn't 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 initially 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 favor 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 can 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 explain why the data presented quickly was not accurate. She explained that her team is very technical and fixes their issues. She also explained that her team members 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. Unfortunately, as the quality metrics used were not designed for her tech-savvy team. Another unrelated issue was that her team has several people offline in that period, 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 for handling projects that need a quick resolution. As the leader of the call, he expected 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 wants to get the upgrades completed. However, he expressed a few times about how this project's velocity was at a standstill and that by the time the upgrades are finally rolled out, 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 present at 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 rollout 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 rollout 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 to have the rollout continue before opening it up to the more extensive 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 more minor team could get the upgrades faster, allowing the rest of the company to get upgraded more quickly. 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 overall operations. Mei had mentioned that some of her crew were not working, so I would also make sure that the teams understood that we would have to consider that to not upgrade only part of a team.