**Week 9 Tutorial activity**

**TEAM AND WORK GROUP COMMUNICATION**

Read the scenario below and in a group of 4 people discuss the following questions.

**Factors affecting group performance**

Sarah is the coordinator of the newly created customer support project team. The team’s members represent the Asia-Pacific region with members located in Hong Kong , Singapore and Brisbane. Sarah comments to Jack, one of the team members: ‘The team has the right structure and number of members with the technical competence to undertake the project. What other factors we need to become a high performing team?’ Jack replies: ‘A number of factors will help us perform well and there’s one we really should avoid—groupthink’

* What other factors that affect group performance should Jack discuss with Sarah?

Ans:

Issues which Jack should discuss with Sarah which may affect group performance are:

Leadership: Leadership quality affects team coherence and motivation of members as a whole​.

Cohesiveness: Shared values and commitment among the group members boost performance​.

Communication: Formal and informal communication is important in coordination and getting results​.

Group Size: Optimal size provides for participation but not overwhelm its members​

Member Capability: The overall skill, attitude and emotional stability of the group's members determine productivity in general ​.

Groupthink: This is where members evade conflict and challenge, which will lead to bad decisions ​.

* What are the destructive influences of groupthink on the proper functioning on the project team?

Ans:

Destructive influences of groupthink:

Lack of Critical Thinking: Group thinking makes team members fail to consider options suitably.

Illusion of Unanimity: There is a feeling among the team members that there is consensus when in fact this is a way of evading from the conflict and maintaining unity.

Poor Decision Making: The result of not testing ideas is poor decisions, which can hurt the project .

Pressure to Conform: Members may be forced to go with the majority of the group even though this may be suppressive to their ideas​.

* What tips and suggestions could Jack give Sarah about leveraging the diversity within the team project?

Ans:

Tips for leveraging diversity within the project team:

Know and Value the Differences: Knowledge of cultural, skill-based, and generational diversity brings depth to decisions​.

Create Inclusive Platform: Give every member of the team a sense of belongingness.

Learning Opportunities: Encourage members to learn from one another about experiences and views .

Communication Across Borders: Leverage the diversity to enhance communication strategies that will work across different regions​.

* Jack decides to list some points about the drivers of high- performing teams to discuss in this next meeting with Sarah. Create the list of points.

Points Jack should mention that drive high-performing teams: Clearly Defined Goals: Teams are seen to do better when they have well-defined goals ​.

Mutual Trust and Commitment: Trust and mutual commitment are an excellent starting point towards effective teamwork.

​ Good Communication Skills: Open communication, besides being honest, serves to resolve conflicts and reach timely decisions.

​ Leadership Support: With adequate leadership, both within and outside, teams seem to perform better.

​ Expert Coaching: Coaching or mentoring would develop certain skillsets within the team ​

Performance Monitoring: Teams are kept on track and working towards objectives​ through regular feedback regarding their performance.