Group 2 - Team meeting

1. Team members

Phạm Anh Đức - PAD

Nguyễn Hải Ly - NHL

Phạm Ngọc Hải Nam - PNHN

Phí Đắc Cường - PDC

Nguyễn Hoàng Sơn - NHS

Nguyễn Đức Trung - NDT

Nguyễn Quang Trung - NQT

Lê Đức Anh - LDA

Đinh Sơn Tùng - DST

Trần Thanh Tùng - TTT

Nguyễn Tuấn Anh - NTA

2. Discussion topic

Build a project to develop online clothing store.

3. Record of discussion

PNHN: We will discuss about project which sell clothes on the Internet. This meeting include

3 parts: discuss about website, store and services.

Common issues:

PNHN: We should discuss about products that the store will sell, in this case, the products

will be clothes. Who have ideas about kind of clothes that we should notice?

LDA: At first, we need to clear these issues - Sell to whom? (Male, Female or all?) Kind of

clothes will be sell? The age of customers?

DST: Selling for all, because products and customers will be diverse. Products that will be

sold is clothes for people from 15 to 25 years old because these ages are majority. Moreover,

clothes should be sold according to the season and hot trends of the year.NHS: I like your ideas!

TTT: Selling for all people that will meet the needs of many people. Clothes will be sold -

clothes tend to trends of young consumers because almost young people will go shopping

more and they have demands to change trends continually.

NHS: It sound great!

LDA: We should focus on a specific group of people, like Male or Female. That will be help

us to focus resources and will have the marketing plan clearly. And I agree with idea that

products will sell to customers aged between fifteen and twenty five.

DST: Agree.

LDA: About the kind of clothes we will sell, I think we should sell clothing in current trend

because the trend will change very fast. Therefore, the needs about clothes is also higher.

DST:We should focus on ages 15-25 because this age is majority in society.

NHS: Should we take the goods from a third party or self-designed and self-produced?

DST: I think we should import from China because the goods will be very cheap.

NTA:We should choose the standard goods with design of own brand for our products.

HN: We should design it ourselves, and then give it to the third party to produce the

product.

NHL: If we design it ourselves then we will have to spend the cost to design and third

party.

HN: I will sum up the opinions of everyone like this…

- About customers: Selling for all, from 15 to 25 years old.

- About products: Selling seasonal clothes, and follow the newest trend.

- About the source of product: From the third party.

About website:

Interface:

LDA: For 15-25 years old, I think the site will have youthful style, we should follow the flat

design style and minimalist interface, because it is a new trend. Does anyone else have any

ideas?

HN: I think this idea is very good.LDA: https://www.zara.com/sg/, this is good website for us to refer.

TTT: Agree. http://360boutique.vn. One of the webs has a simple flat design.

DST: I agree.

NHS: Absolutely yes.

All: Agree.

Function:

PDC: AboutWebsite’s function:

- User function:

+ Support users searching for items, base on many criteria, Ex: Kind of products, price,…

+ Allow customers choose necessary products, and online payment support,…

- Manager function:

+ Allow manager to manage, of course, allow statistics on the number of sold products

and residual products.

+ Sales statistics by month and by year.

+ Allows manager to edit, add new, or remove items, prices, and product images.

DST: I agree with your idea. And we should add Online chat on website, Online Support,

we will be able to answer and help customers immediately.

LDA: I think that “Online Chat” is unnecessary, because if we build that function, it will

take so much time, and unnecessary cost.

NHS: We should have hotline to support customers.

NHL: Because this is Online Web, so customers need to be consult. Online Chat function is

necessary. Also to gain the pleasure of customers.

And we should add Log in/Log out function, provide discount events.

TTT: Update fashion news, as well as new fashion trends in the country and in the world.

HN: In short, we will build online support function.

Technical solutions:

HN: We need to decide how to create a website. Use existing templates or write source

code ourselves?PDC: We should use the PHP language for website development because this technology

is suitable for website sales and the time to complete website is quite fast.

NHL: We should use existing templates to save time.

LDA: If we use the template will have the disadvantage is that we can not edit the website

at your will and will cost you a monthly as well as limited features that the template provides.

NHL: We can buy our own templates and add our own features, so there is no monthly

cost and limited features.

LDA: But good templates will require a monthly fee…

HN: Where do we need to edit the website?

LDA: For example, the interface, or some features like online chat or event, if the template

does not support then we have to find another template.

DST:We should make the request and order the 3rd party to do that request for us.

HN: So in short, we will make a template. For details, we will discuss this later.

LDA: So how do we host a website? There are two options are VPS and cloud like GCP or

AWS

HN: We need to decide how to host the website. In my opinion, we should hire Google's

server. They have a scaling policy, which allows us to expand the website server according to

user requirements.

NHL: Should add security features to the website to ensure the safety of all information of

customers, ex: https, security tools, …

About Store:

LDA: Need to figure out should we open the store or not? If we open the store, there will

be many costs incurred and ineffective.

HN: We may not need the store but just the warehouse, using the delivery service for

delivery.

NTA: We should hire more stores to act as warehouses to accommodate the need to see

the goods right there, as well as select the store's available products.

DST:We should only sell online, ship to the customer – that way will save money.

- About other services:NHL: We should post ads on social networks, app mobile (google adwords, facebook, ...).

And we should hand out fliers, discount cards, membership cards.

TTT: Payment by credit card (visa, master, paypal ...). Delivery across the country.

Customer care over the phone. Receive feedback from customers about the quality of service

and products.

PAD: It is necessary to have a sales strategy, a branded product, a reputation in the

market, users tend to find familiar items. Find out what's hot, what trends in the market,

understand customer psychology. The source of products must be of good quality and suitable

for the customers. Selling combo, there will be hints on go accessories (hats, pants, sandals,

etc.) will be discounted if buy a whole set. Big sale every month. Buy at a certain price, maybe

more will be coupon discount for each type (100k, 200k, 500k USD). Discount codes and

referral codes for regular customers.

4. Analyze the roles of team members

a. Phạm Anh Đức - PAD

- Task role:

He gave a little opinion but he knows how to take initial ideas of team members and

build on his idea with relevant facts and data. Simultaneously, he also proposed ideas for team,

services of project like “setting business strategies, products need to have own brand, store

should sell combo clothes, create a big sale event once a month,… ” and looked at its

consequences. So I evaluate that he plays as an elaborator in our team.

- Personal role:

Like what I say in his task role, he listened any ideas of other members during the

meeting and accept all ideas. That’s why he keeps the personal role as a follower.

- Dysfunctional role: Not available.

b. Nguyễn Hải Ly - NHL

- Task role:I think I’m suitable to be an opinion giver because I give pretty much ideas. I realize that

I expressed my own opinions about our project and all of those opinions are things that my

team should do to develop project.

- Personal role:

Sometimes, team members disagree with each other, at this time, I conciliated

differences between individuals in team. I need to find ways to reduce tension quickly by

providing more explanation or applying humour to put the best decision out. And so, I think

that I am a harmonizer of team.

- Dysfunctional role:

Sometimes, I feel that I play as a special interest pleader in our team. I provided

suggestions and ideas based on what customers would feel or think but I don’t reveal my own

opinions by using position instead like “customers will need online chat function”.

c. Phạm Ngọc Hải Nam - PNHN

- Task role:

In the meeting, he keeps two positions contributor and recorder. To approach goals of

group and project, he proposed the original ideas to initiate discussions and move team into

new areas of current project. Simultaneously, he keeps track of what goes on during the

meeting and records all ideas of team members.

- Personal role:

He can offer to change his position for the benefit of team. In the meeting, he can offer

compromise by yielding states, admitting his error when he can’t control his feeling to maintain

the harmony of team. So he’s really suitable to be a compromiser.

- Dysfunctional role: Not available.

d. Phí Đắc Cường - PDC

- Task role:

He applies reality and provides factual information for team. In the meeting, he applied

his experience pertinent to the team issues to generalize functions that team should apply for

website of project. In simpler term, he such as a information giver of our team.- Personal role:

He provides helpful opinions for team, tracks and provide ideas about the various

aspect of IT solutions which are suitable for project with proposed interpretations such as a

commentator.

- Dysfunctional role: Not available.

e. Nguyễn Hoàng Sơn - NHS

- Task role:

In the meeting, he usually gives his evaluations for ideas of members based on objective.

He responded with all opinions that other members contributed. Furthermore, he also

evaluates the reasonableness of opinions in reality so I feel that he is appropriate to be an

evaluator.

- Personal role:

He plays as a commentator of team. He provided suitable and helpful ideas for team’s

project like “website should have hotline to support customers”. He tracks the various aspect

of project’s processes.

- Dysfunctional role: Not available.

f. Nguyễn Đức Trung - NDT

- Task role:

In the meeting, he gave a little opinions but he requested and clarified proposed

suggestions in terms of his factual adequacy. It also authorizes information and facts relevant

to current issues of project particularly problem when all of members didn’t have solution for

designing products. In short, I realize that he is really appropriate to be a information seeker.

- Personal role:

He agreed with what others say and decide through he hasn’t contributed to decisions.

He just stay and listen so he seen as a listener not a contributor. So he is a follower.

- Dysfunctional role: Not available.

g. Nguyễn Quang Trung - NQT- Task role: Not available

- Personal role:

He didn’t contribute his opinions and agreed with what others say and decide. He seen

as a listener so he played as a follower of team.

- Dysfunctional role:

He removed his psychological from our team. During the meeting, he didn’t say

anything, didn’t oppose and disagree with any ideas that other members give when they

discuss. So I consider that he is a withdrawer.

h. Lê Đức Anh - LDA

- Task role:

He always concentrates the energy of team on forward objectives and asks other

members to clarify any issues of project like “Sell to whom? (Male, Female or all?) Products will

be sold? The age?…”. He asks members’ opinions regularly as an energizer, it can say that his

activities stimulated team to perform more actions and it is really necessary for team.

- Personal role:

During the meeting, he always provide useful opinions and helpful feedback for team

about how it operate. He tracks and feeds data about the various aspect of team processes

with proposed interpretations into team’s evaluation like a commentator.

- Dysfunctional role:

Sometimes, he keeps position as a blocker. He opposes every ideas which is put

forward about adding online chat function for website “chat function is not necessary”. It can

see that his reason to resist ideas of every body is not reasonable.

i. Đinh Sơn Tùng - DST

- Task role:

He such as a orienter because during the meeting, he reviewed and clarified team’s

ideas. Furthermore, he also did statistics ideas of team members and suggested how to move

forward in the right direction, right target.

- Personal role:He agreed with all ideas that other members provide and decide. Moreover, he also

know how to listen each other. He willing to cooperate in working toward the accomplishment

of project’s target. So I feel that he is a suitable follower.

- Dysfunctional role: Not available.

j. Trần Thanh Tùng - TTT

- Task role:

In the meeting, he showed and explained to clarify the relationship between the various

ideas. He provides some website examples to consult and apply to project’s website, some

payment, delivery methods and customer care services that team can use for website.

Sometimes, he tries to pull all ideas and suggestions of team members together. That’s why I

feel that he play as a co-ordinator of team.

- Personal role:

He didn’t oppose with any ideas of team members, he just listen each other and

cooperate in the meeting to achieve project’s targets. I think he play as a follower of our team.

- Dysfunctional role: Not available.

k. Nguyễn Tuấn Anh - NTA

- Task role:

He is suitable to be a procedural technican because he regularly motivate team’s

movements by doing things, providing more opinions, setting seats up. Furthermore, he also

facilitates team’s discussion by taking more care of logistical concerns like where the seats will

be arranged,…

- Personal role:

He is appropriate to be an observer because he provide feedback for team, keep

records of the various aspects of each meeting’s part, simultaneously, he also provides data

with proposed explanations like “should rent store which have warehouse to make convenient

for customer who want to see or choose products directly in store”.

- Dysfunctional role: Not available.5. Conclusion

- As a team member, I feel that team members know their strengths and self-assign roles

according to them so we feel more comfortable, team’s performance is also more efficient,

simultaneously, it also make easier to achieve the goals of team and project.

- Our team work quite good in the meeting, we discuss more than argue, cooperate and

listen more fully with each other to give the best ideas quickly.

- We established a dynamic in common from the beginning with guidelines, coherent ways

of working, respecting each other, being responsible, committed and flexible to keep the

energy for team.

- I think I can work better together with team to achieve shared goals by the following ways:

+ Share my organizational vision with each member regularly.

+ Communicate with each member to learn about ideas, concern and attitude of team

members.

+ Show my gratitude for good contributions that every one makes for team to make them

feel appreciated.

+ Support more new ideas.

+ Support each members as much as you can to find solutions for various problems.

+ Maintain team’s spirit at the workplace to have success.

- Through this exercise, I have learned how to work in a team, understand the roles

members play in a team and how to work together to achieve shared goals and complete tasks.

Moreover, I am also trained interpersonal skills and communication skills, use of initiative to

achieve personal effectiveness. In addition, I knew how to use time effectively, set work

objectives and synthesize opinions of all members in a team.

- In the future, I may have more communication and discussion skills, negotiation skills,

assertiveness skills. So opportunities to be a team leader will come with me someday soon.