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| **Problem Solving (A3) Report** | **Topic:**  Team Dynamics Improvement Tool | **Date:** August 18, 2020 |
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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| **Existing team projects, and team project tools do not focus on promoting the collaborative and interpersonal aspects of teamwork**.   * In many group projects, emphasis is placed on results rather than teamwork/collaboration. * Most task tracking software focus on individual aspect of work achieved. * Existing tools to develop better teamwork focus on icebreakers/activities instead of guides to develop team dynamics during a project. * Key areas of team dynamics of interest ([Source](http://www.unice.fr/crookall-cours/teams/docs/team%20Successful%20teamwork.pdf)):   + Commitment to team success and shared goals   + Interdependence   + Interpersonal skills   + Open communication and positive feedback * Alternatives to contain the issue have been to take on more work, not communicate with team, resort to third parties for help, disband groups. | |  | **Guide team members through more positive and collaborative interactions.**   |  |  | | --- | --- | | Teamwork Dynamic Area | Suggestion for improvement | | Commitment to team success and shared goals | Democratically set overall project goal and smaller team goals. | | Interdependence | Provide forum structure that promotes team collaboration over individual achievements. | | Interpersonal skills | Design interactive communication suggestions that help understand teammate communication styles. | | Open communication and positive feedback | Establish preset communication methods that promote positive feedback, achievement praise, and open, non-judgmental discussions. |   Cheers Customer review Group | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| * **Design and implement, by November 25,2020, a Web App that provides a set of interaction options and guidelines to develop interdependence, commitment, interpersonal skills, and open communication/positive feedback within a team.** | |  | ***ASK:***   * Did the countermeasures work? * Was the target achieved * Can I verify that the Root Cause was eliminated (can I turn it off & on) * If the Countermeasure was not effective, why didn’t it work   ***SHOW:***  The results; describe the reliability of the new process | |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| * Teams may struggle not due to lack of technical ability, but of teamwork ability. * Team members may have mismatched goals.   + Some may be highly motivated/overachievers while others are laid back. * Team members may be highly competitive instead of collaborative. * Team members may show little consideration for others or provide little to no support/praise. * Team members may appear inconsiderate of others’ problems or are not inclined to discuss problems in fear of criticism. * Points are all from [Source](http://www.unice.fr/crookall-cours/teams/docs/team%20Successful%20teamwork.pdf) | |  | ***ASK:***   * How will we ensure the process continues to work (stays solved)? * **Continued maintenance and improvements on the application, wider promotion and adoption of the implementation, possible funding for application maintenance.** * What have we learned? * Where else can we apply this learning?   ***SHOW:***  New or changed procedures, plans to apply learning in other areas | |

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