Collaboration In and Across Teams

Guided Notes

This tool is designed to help you actively engage with course material before, during, and after class. They're not about taking perfect notes. They help you process information and remember so that you can later apply your knowledge and build on it.

Before Class: Use the 4R Method

1. **Read**: Select a manageable section of your assigned reading. Depending on your personal preference, this could be one page, one set of Learn It pages, or one topic within the Study Plan.
2. **Recall**: Without referring to the reading, write key terms and concepts in your own words. It's ok to leave blank spaces.
3. **Review**: Return to your reading, compare your notes, and add any missing information.
4. **Repeat**: Continue the process for each subsequent section until you have read, digested, and taken notes on all your assigned reading.

During Class: Bring your notes to every class session

- Add insights from lectures and discussions
- Note connections to business examples
- Ask questions about concepts that need clarification

After Class: Revisit and Reflect

- Spend a few minutes reviewing your notes after class while it's still fresh.
- Summarize main takeaways in your own words to strengthen your understanding.

Communication within Teams

Key definitions:

- A **group** is:
- A **team** is:
- **Groupthink** is:

Types of Teams

Describe the types of teams listed in the table below:

Type	Description
Cross-functional team	
Task force	
Project team	
Virtual team	
Self-managed team	

Advantages of Working in Teams

Describe advantages of working in teams in the table below:

Advantage	Description
Motivation and communication	
Efficiency	
Job satisfaction	

Developing Relationships at Work

According to LaFasto and Larson, the four aspects of a good relationship are:

1.
2.
3.
4.

Team Cohesion

Social cohesion refers to:

Describe how the following factors influence cohesion:

1. Size of the group:
2. Similarities among members:
3. Team success:

Collective efficacy is:

Social loafing refers to:

Roles within the Team

Describe four essential team roles:

1. A leader:
2. A note taker or scribe:
3. Lessons-learned tracker:
4. Devil's advocate:

Disadvantages of Working in Teams

List and describe common challenges of working in teams:

1.
2.

3.

4.

5.

6.

Social Loafing

Two main consequences of social loafing are:

1.

2.

Causes of social loafing:

-
-
-
-

Think About It

Think of a time when you observed social loafing in a team. What impact did it have on the group's performance and morale? What could have been done differently to prevent or address it?

Group Communication Networks

How can an organization avoid exposing your team to information overload?

Conflict Resolution

List reasons that conflict can be positive:

1.

2.

3.

Sources of Team Conflict

Common sources of team conflict:

1.
2.
3.

Symptoms of Team Conflict

List common symptoms of team conflict:

1.
2.
3.

Avoiding Destructive Conflict

List and describe some strategies for open communication to resolve conflicts:

1.
2.
3.
4.
5.

Solutions to Conflict

Describe why the following is important to choosing team members that will produce positive conflict:

- Avoiding groupthink:
- Avoiding existing animosity:
- Commitment to goals:

How Do Teams Prevent Damaging Conflict?

Strategies to create a conflict-friendly foundation:

1.
2.
3.
4.
5.
6.
7.

Resolving Conflict

Steps to resolving interpersonal conflict:

1.
2.
3.

Think About It

What is the difference between avoiding conflict (which is generally ineffective) and preventing damaging conflict (which is beneficial)? How can you help a team distinguish between these approaches?

Remaining Questions:

Collaboration Strategies

Tools for Communicating with Groups

List tools that can be used for each purpose in the table below:

Purpose	Tools
Meeting scheduling	
Quick conversations	
Asynchronous communication	
Conferencing	
Project management	

Collaborative Writing

Collaborative writing refers to:

Benefits of collaborative writing:

-
-

Describe the methods of collaborative writing in the table below:

Method	Description	Benefits and Challenges
Single writer		
Committee		
Multiple writers		

Steps in the collaborative writing process:

1.
2.
3.

Factors to consider when determining writing approach:

-
-
-

Tools for Collaborative Writing

Describe how each tool can be used for collaborative writing:

- Shared documents:
- Wikis:

Think About It

How have digital tools changed the way teams collaborate on writing projects? What skills do professionals need to develop to collaborate effectively in digital environments?

Remaining Questions:

Workplace Best Practices

Interaction in the Workplace

Professionalism as a career skill includes:

-
-
-

Dress for Success

Three common levels of professional dress are:

1.
2.
3.

When unsure about appropriate attire for an event, dress like:

Body Language

Explain how each of the following consideration in the table below makes an impression:

Consideration	Why It Matters
Posture	
Personal space	
Handshakes	
Eye contact	
Gestures	

Considerate Conversations

Guidelines for conversation volume and location:

-
-
-

Demonstrate Dependability

Ways to demonstrate dependability:

-
-

Company Events

Explain the best practices for the activities in the table below:

Activity	Best Practice
Use of cell phones	
Chewing gum	
Greeting guests	
Speaking with attendees	
Making introductions	
Table manners	
Consuming alcohol	

Think About It

How might you handle a situation where you notice a colleague or client becoming intoxicated at a company event? What steps could you take to address the situation professionally?

Remaining questions:

Key Takeaways

Summarize the three most important things you learned in this module:

1.

2.

3.

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