

Teamwork & Collaboration

-Student Notes

Directions:

Fill in the blank.

Teamwork Segment

1. Teamwork

- Is the cooperative action of a group of people in order to achieve a goal
- Is often a _____ part of business, as it is often necessary for colleagues to work well together
- Involves people _____ with each other, using their individual skills and providing constructive feedback, despite any personal conflict between individuals

2. Advantages of Teamwork

- Include:
 - provides wide variety of talents which can be used to accomplish a task
 - generates more ideas for solutions and options to solve problems
 - improves communication skills
 - _____ listening skills
 - detects problems faster
 - strengthens bonds between team members
 - provides _____ to different points of view

3. Disadvantages of Teamwork

- Include:
 - slows down _____ process due to discussion and disagreements
 - especially in large teams
 - challenges employees who prefer working _____ or are not comfortable working with others
 - allows some team members to do less work than others

4. Collaboration

- Is the act of working effectively with others to achieve a common goal
- Is _____ for a team to be successful
- Is built on trust, which is accomplished through honesty, _____, consistency and respect

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5. Settings Teamwork Takes Place

- Include the following:
 - classroom
 - _____
 - community

Team Tidbit: “Alone we can do so little; together we can do so much.”

- Helen Keller

6. Teamwork in Classrooms

- Begin to teach students how to function in a _____ environment
- Is the first step in preparing students for cooperation in the workforce
- Promotes _____ discussions among students, encouraging differences in opinion

7. Teamwork in Workplaces

- Creates a more efficient environment
- Gives leaders and managers a collaborative _____ into new solutions and opportunities for a company
- Requires work and team roles to be clearly recognized
- Encourages support and _____ in staff members

8. Teamwork in Communities

- Partners with local businesses, _____ institutions and nonprofit groups to deliver services and set community goals
- Builds a _____ environment for community members
- Can help support families who are struggling financially

9. Obstacles to Teamwork

- Include the following problems:
 - poor planning
 - lack of _____
 - no _____ focus
 - no clarity
 - not capable of dealing with conflict

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10. Overcoming Teamwork Obstacles

- Can be accomplished by:
 - being prepared
 - allowing extra time for questions and discussion
 - creating activities to _____ team members
 - asking direct questions to specific members
 - knowing team members' _____, weaknesses and leadership styles

11. Successfully Managing a Team

- Includes the following actions:
 - having a plan
 - knowing team _____
 - communicating
 - being _____
 - managing risks
 - reviewing meetings

Individual Skills, Style & Roles Segment

1. Teams

- Are also known as multidisciplinary teams, which are teams comprised of individuals with different skills, talents, _____ and roles
 - in order to be successful, individuals need to understand what each member can _____ to a team by identifying their skills and talents

Team Tidbits: “In union there is strength.” - Aesop

2. Skills

- Are the knowledge and abilities one _____ throughout life
- Can be learned, but must be practiced in order to remain viable
 - example:
 - you may have learned how to use a _____ computer program, but have not used it in a while, so you need to practice using it again

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3. Talents

- Are natural abilities an individual is born with
- Can be enhanced with practice, but regardless of practice, individuals will always exhibit a _____ level of ability
 - example:
 - you may be a naturally _____ singer

4. Teams

- Should use each team member's skills and talents to the best of their ability
 - for example:
 - if you are assigned a task which is more effectively completed by one team member versus another, you can easily assign tasks based on what you know about each team member and their _____ and talents
 - it is important to remember, you will not always be able to do something you are good at, or something you like, but if you have _____ the skills and talents of a team, you are more likely to effectively accomplish the task at hand

5. Emotional Intelligence

- Is the ability to understand “one's own and other's emotions and the ability to use this information as a _____ to thinking and behavior”
- Allows individuals to use their understanding of others to choose how to think and _____

6. Emotional Intelligence

- Allows individuals to:
 - accurately perceive emotions in themselves and others
 - people with high emotional _____ understand emotional language and signals and are self-aware
 - manage emotions to attain specific goals
 - people with high emotional intelligence know how to keep calm in a crisis and help others do the same as well as know how to _____ important messages with the correct amount of emotion

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7. Emotional Intelligence

- Is _____ after in team members
- Contributes to _____ leadership skills and effective communication

Team Tidbit: “If everyone is moving forward together, then success takes care of itself.” - Henry Ford

8. Personality Types

- Are used to describe personality traits which individuals express
- Include many different _____
 - the four most common are:
 - driver
 - analytical
 - expressive
 - _____

9. Driver Personality Type

- Is exemplified by:
 - individuals who are action-oriented and more concerned with results than people
 - good communicators who are _____ at telling individuals what they want and when they want it, but are not the best listeners
- Is commonly described by these terms:
 - decisive
 - direct
 - _____
 - risk taker
 - competitive
 - independent
 - demanding

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10. Analytical Personality Type

- Is exemplified by:
 - individuals who are _____ and more concerned with facts than people
 - skilled organizers and analyzers of information who are often good with detail and appreciative of structure
- Is commonly described by these terms:
 - precise
 - orderly
 - deliberate
 - cautious
 - logical
 - _____
 - controlled

11. Expressive Personality Type

- Is exemplified by:
 - individuals who are expression-oriented and enjoy coming up with ideas and sharing them with others
 - social butterflies who like to express themselves verbally and can be dramatic
 - good _____, but often poor at following through or making decisions
- Is commonly described by these terms:
 - verbal
 - motivating
 - enthusiastic
 - charming
 - influential
 - _____
 - animated

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12. Amiable Personality Type

- Is exemplified by:
 - individuals who are people-oriented, very concerned with how people get along, and do not enjoy dealing with hard facts and impersonal details
 - making decisions based on how a person _____ versus facts
- Is commonly described using these terms:
 - loyal
 - sympathetic
 - _____
 - supportive
 - patient
 - considerate
 - trusting

13. Learning Styles

- Are used to describe how learners gather, interpret, organize and process information
- Include the following:
 - diverging
 - feeling and watching
 - assimilating
 - _____ and thinking
 - converging
 - _____ and thinking
 - accommodating
 - doing and feeling

14. Leadership

- Is the ability and process of motivating people toward a common goal
- Is the ability and process of affecting the thoughts and behaviors of others
- Involves the following:
 - acting on opportunities
 - _____ up to problems and mistakes
 - showing _____
 - learning new skills

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15. Leadership Styles

- Include the following:
 - autocratic
 - bureaucratic
 - democratic
 - laissez-faire
 - _____
 - transformational

16. Autocratic Leadership

- Is also known as authoritarian leadership
- Is when a leader has all of the power and _____ authority
- Is best used when one has new staff or there is limited time left for a project
- Should not be used when team members are _____ or fearful

Team Tidbit: Hitler is an example of an autocratic leader and demonstrates one of the largest problems with autocratic leadership which is total power.

17. Bureaucratic Leadership

- Is when everything is done according to the plan
- Is best used when one is performing _____ tasks or work involving money
- Should not be used when teams rely _____ on creativity and flexibility

Team Tidbit: The running of the United States government is an example of an bureaucratic leadership and demonstrates the organizational power of working “by the book.”

18. Democratic Leadership

- Is a _____ style which allows team members to be included in the decision-making process
- Is best used when trying to increase team member productivity and motivation
- Should not be used when a team cannot _____ mistakes or during a crisis

Team Tidbit: The use of Parliamentary Procedure is a demonstration of democratic leadership where members are allowed to voice opinions and then vote on the outcome.

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19. Laissez-Faire Leadership

- Is French for “let it be”
- Is when a leader gives little to no _____ to team members, but provides support
- Is best used when staff are highly _____, trustworthy and experienced
- Should not be used when team members do not manage their time well or have no prior skills or knowledge for the job

20. Transactional Leadership

- Is when the leader rewards work or _____ members for not working
- Is best used in a crisis or with difficult team members
- Should not be used when there are _____ tasks to accomplish

21. Transformational Leadership

- Is also called charismatic leadership
- Is when the leader is a _____ and appeals to a team’s ideals and values
- Is best used when leaders are trying to encourage a sense of purpose
- Should not be used when team members are _____ out from the leader’s constant enthusiasm

Team Tidbit: Martin Luther King Jr. is an example of a transformational leader.

22. Great Leaders

- Exhibit more than one leadership style
- Focus on the individuals within their team and listen to their problems
- Are willing to own up to their _____
- Create and _____ goals

23. Team Styles

- Include the following:
 - driver
 - enthusiast
 - _____
 - affiliator

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24. The Driver of the Team

- Takes charge of the team
- Is influential in making decisions
- Has strengths which include:
 - determined
 - _____
- Has weaknesses which include:
 - dominating
 - impatient
 - _____

25. The Enthusiast of the Team

- Encourages the group
- Specializes in social situations
- Has strengths which include:
 - _____
 - innovative
- Has weakness which include:
 - opinionated
 - _____

26. The Analyzer of the Team

- Structures the team's ideas and keeps the team organized
- Has strengths which include:
 - industrious
 - _____
 - methodical
- Has weaknesses which include:
 - _____
 - critical

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27. The Affiliator of the Team

- Is open for changes and a team player
- Has strengths which include:
 - cooperative
 - supportive
 - _____
- Has weaknesses which include:
 - conforming
 - hides _____ feelings

Working in Teams Segment

1. Team Leaders

- Are the managers or CEOs of the team
- Set goals
- Select team members
- Select _____
- _____ and host meetings
- Are open to all ideas from team members
 - determine best course of action

Team Tidbit: “The strength of the team is each individual member. The strength of each member is the team.” - Phil Jackson

2. Team Facilitators

- Make sure the leader’s priorities are identified
- Direct team discussions
- Promote _____ understanding
- Encourage full participation of all team members
- Foster _____ solutions
- Offer ideas or judgements to help move the team forward

3. Team Roles

- Are the designated roles which depend on the goals of the group
- Include:
 - task roles
 - maintenance roles
 - _____ roles

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4. Task Roles

- Help get the jobs done
- Include:
 - initiators
 - opinion and fact _____
 - opinion and fact givers
 - recorders
 - _____
 - summarizers

5. Initiators

- Start group and team meetings
- Help direct the team during changes
- Are often the leaders of the team
- Suggest new ideas
- _____ ambiguity in decision making
- Evaluate the work of the group based on _____ criteria

6. Opinion & Fact Seekers

- Ask _____ questions about the tasks of the team
- Seek _____ on team members' opinions

7. Opinion & Fact Givers

- Volunteer information and answer questions about the tasks of the team
- Willingly give opinions about the _____ discussed
- Ask relevant and _____ questions

8. Recorders

- Are the _____ of the team
- Take minutes or _____ notes during meetings

9. Elaborators

- Are also called _____
- Give examples to develop meaning when developing goals and tasks of a team
- Try to _____ the outcome of a suggested proposal

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10. Summarizers

- Do not add much information or _____ to the group
- Provide a _____ of things which have been discussed

11. Maintenance Roles

- Include:
 - _____
 - observers
 - supporters
 - tension relievers

12. Gatekeepers

- Try to make it possible for other members to make _____
- Keep communication _____ open among team members

13. Observers

- Act as the mediators of the group
- Help solve conflicts which _____ between team members
- _____ the different points of view of the team

14. Supporters

- Are also called encouragers
- Provide support to team members by using _____ like the following:
 - “Yes, I think you have a good point.”
 - “Your thoughts were really helpful.”
- _____ upon the ideas of others

15. Tension Relievers

- Are often called “the _____”
- Allow the group to let off stress by _____ or talking to individuals

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16. Dysfunctional Roles

- Include:
 - blockers
 - _____
 - recognition seekers
 - dominators
 - deserters

Team Tidbits: “It takes two flints to make a fire.” - Louisa May Alcott

17. Blockers

- Reject ideas of others by taking a negative stand on any issue presented
- Refuse to _____ as a team
- Should be handled by asking the group’s opinions on the blocker’s stand or asking the _____ to explain their stand

18. Aggressors

- Attack other team members by using insulting or negative comments
- Struggle for status by _____
- Should be handled by asking them for positive ideas or try to make a positive _____ from their idea

19. Recognition Seekers

- Seek to gain attention in an exaggerated manner
- Usually _____ of past accomplishments
- Should be handled by _____ their comments to the group for the other team members’ opinions

20. Dominators

- _____ authority to manipulate the team or members of the team
- _____ the contributions of others
- Should be handled by making each team member contribute in turns

21. Deserters

- Keep to themselves, withdrawing from the team’s discussions
- Are indifferent and _____
- Usually engage in _____ conversations
- Should be handled by making eye contact with them or asking them if they wish to share with the team