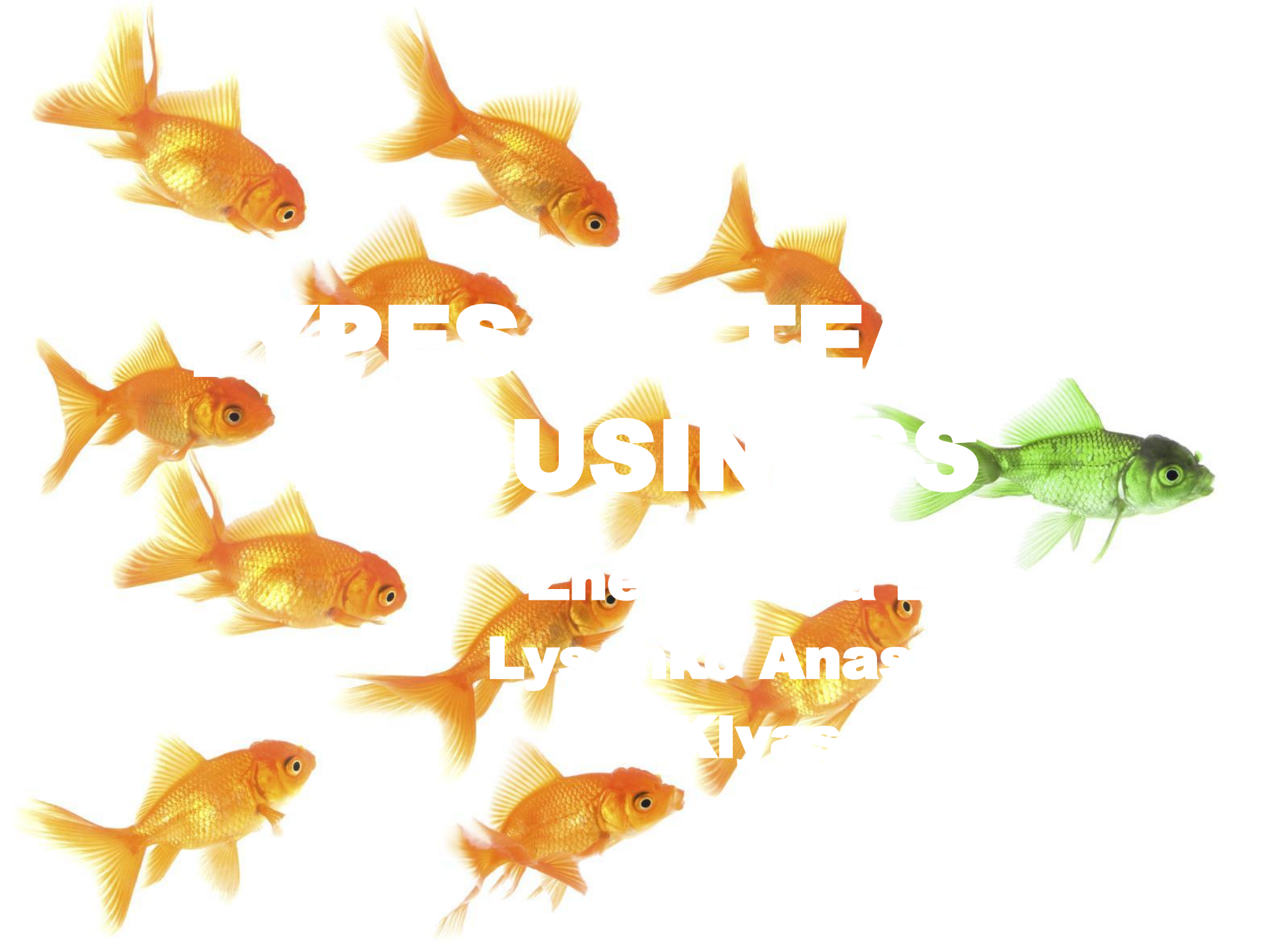
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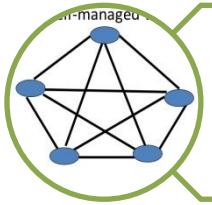
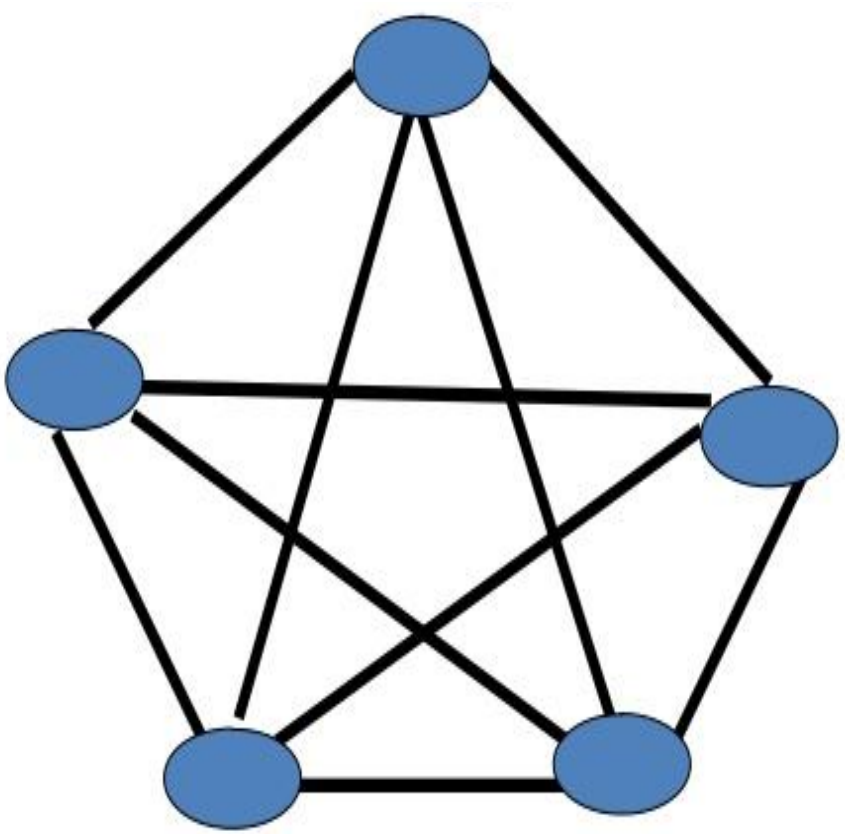


- 5-12 employees from the same department
- Few hours per week meetings
- Share ideas of how work process/methods can be improved

10-15 people who take responsibilities of their former supervisors

- Control
- Determination of work assignments
- Breaks
- Choice of inspection procedures



Allow people from diverse areas

- to exchange information
- develop new ideas
- solve problems
- coordinate complex problems

- 3 factors of differentiation:
- absence of para verbal and nonverbal cues
- Limited social context
- The ability to overcome time and space constraints

- Project teams
- Leadership
- Work group
- Quality team
- Permanent/Temporary
- Task force
- Committee

Problem definition	• Can define problem more clearly • Can visualize it from different perspectives
Data collection	• Are able to collect more data
Developing alternativ	• Can develop more alternatives • Discussion can produce more positive solutions of a problem
Evaluating & selecting alternative	• Use more objective criteria in selecting right alternative • Can define the roles of each member in implementing the solution of
Implementing the solution	

- Types of groups
  - Formal
  - Informal

- to perform specific tasks and achieve specific objectives defined by organization

✔ interest shared by members

✔ self-created

- Pooled
  - Separate member contribution
  - Group performance = sum of member contributions

- Sequential
  - Perform task in sequential order
  - Hard to determine individual performance as one member depends on another

- Reciprocal
  - Work performed by one member depends on another
  - Share information and work closely together

ALWAYS	NEVER
Deliver on time and alert team ASAP when unexpected delays occur.	Tell the teammates and leader how much time and effort you are putting into assignment.
Attend all team meetings on time.	Assume the role of resident critic and complainer.
Speak up, Speak out and interact at all team meetings.	Wait for someone to tell/ask you what to do next.
Take personal interest in planning and problem solving.	Delay actions and make excuses.
Look for ways to go-the-second-mile on your own.	Isolate yourself from the others.

Want
to
join
our
team?