Team Problems and Conflict Management

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Classification of Tasks:

1. Can the task be **SUBDIVIDED**?
   - *Is it* Divisible, or **Unitary** (Indivisible)?

2. What is the **GOAL** of the task?
   - *Quick and Dirty* (just needs to get done) or *High quality* (spend time to do it as well as possible)

3. How are individual **EFFORTS** related to the team's performance?
   - *Is it* **Conjunctive** - All team members must contribute to the task
   - **Disjunctive** - If one gets it, then all get it – (eureka/non-eureka)
   - **Additive** - Rope tug, stuffing envelopes
   - **Compensatory** - One person's extra effort makes up for another's reduced effort
   - **Discretionary** - Team decides how individual efforts relate to team performance
Code of Cooperation

• EVERY member is responsible for the team's progress and success.
• Attend all sessions and be on time.
• Listen to and show respect for the contributions of other members; be an active listener.
• Criticize ideas, not persons.
• Resolve conflicts constructively.
• Pay attention - avoid disruptive behavior.
• Avoid disruptive side conversations.
• Only one person speaks at a time.
• Everyone participates -- no one dominates.
• Be succinct, avoid long anecdotes and examples.
• No rank in the room.
• Attend to your personal comfort needs at any time but minimize team disruption.
• HAVE FUN.
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