Question 1  
5 out of 5 points

State three (3) of the reasons for the growing popularity of teams in organizations.

**Selected Answer:**

- Teams are more flexible and responsive to change.
- They can quickly assemble, deploy, refocus, and disband.
- Teams can be motivational to work with.

**Correct Answer:**

Any three (3) of the following:

i. Teams are a great way to use employee talents

ii. Teams are more flexible and responsive to changes in the environment

iii. Can quickly assemble, deploy, refocus, and disband

iv. Facilitate employee involvement

v. Increase employee participation in decision making

vi. Democratize an organization and increase motivation

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Feedback: [None Given]

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Question 2  
5 out of 5 points

State any two (2) functions of a team which makes it different from a group.

**Selected Answer:**

A work group shares info and a work team is measured on collective performance.
A work team has a positive synergy and a work group is neutral if not negative.

Accountability in work groups is measured individual and is individual as well as mutual in work teams.

Correct Answer: Any two (2) of the following:

i. A work team displays collective performance toward its goals.

ii. A work team generates positive synergy through coordinated effort.

iii. A team has both individual and mutual accountability.

iv. A team possesses complementary skills.

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Question 3

What are the four types of teams in today's organizations?

Selected Answer:

Problem solving teams

Self-Managed work teams

Cross functional Teams

Virtual Teams

Correct Answer: ✓

i. **Problem-Solving Teams** - groups of 5 to 12 employees from the same department who meet for a few hours each week to discuss ways of improving quality, efficiency, and the work environment

ii. **Self-Managed Work Teams** - groups of 10 to 15 people who take on the responsibilities of their former supervisors

iii. **Cross-Functional Teams** - employees from about the same hierarchical level, but from different work areas, who come together to accomplish a task

iv. **Virtual Teams** - teams that use computer technology to tie together physically dispersed members in order to achieve a
Question 4  
2 out of 5 points

What are the three (3) ways by which organizations can create team players?

Selected Answer:

Context includes adequate resources, leadership, and climate of trust.

Composition includes abilities of members, personality, allocating roles and diversity.

Process includes common purpose, specific goals, team efficiency, and conflict levels

Correct Answer:

Organizations can create team players through:

1. **Selection** - make team skills one of the interpersonal skills in the hiring process

2. **Training** - individualistic people can learn

3. **Reward** - rework the reward system to encourage cooperative efforts rather than competitive (individual) ones

Question 5  
5 out of 5 points

What are the tests to determine whether individuals or team should be utilized?

Selected Answer:
Ask yourself 3 questions.

Can the work be done better by more than one person? The complexity of the work will assist in this. A simple task should not need a team.

Does the work create a common purpose or set of goals for the people in the group that is more than the aggregate of the individual goals?

Determine whether or not the members of the group are interdependent.

Correct Answer:

The three tests to determine whether individuals or team should be utilized are:

1. Is the work complex and is there a need for different perspectives – will it be better with the insights of more than one person?
2. Does the work create a common purpose or set of goals for the group that is larger than the aggregate of the goals for individuals?
3. Are members of the group involved in interdependent tasks?

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Feedback: [None Given]

Question 6 5 out of 5 points

What are three (3) ways in which our understanding of teams differs in a global context?

Selected Answer:

We do not use teams as much as other countries.

Some countries do not perform as well in an unstructured hierarchy as we do.

Some cultures do not mix well and have problems doing effective work.

Correct Answer:

i. Extent of Teamwork - Other countries use teams more often than does the U.S.
ii. Self-Managed Teams - Do not work well in countries with low tolerance for ambiguity and uncertainty and a high power distance
iii. **Team Cultural Diversity and Team Performance**

   a. Diversity caused by national differences interferes with team efficiency, at least in the short run.
   b. After about three months the differences between diverse and non-diverse team performance disappear.

   [Pages 330 – 331]

**Feedback:** [None Given]

**Question 7**

Which of the following is **not** a difference between work groups and work teams?

Work groups ________, and work teams ________.

**Selected Answer:** ✔ A. require joint efforts, are the summation of the individual contribution

**Correct Answer:** ✔ A. require joint efforts, are the summation of the individual contribution

**Question 8**

Which of the following types of teams would most likely be assembled to improve the efficiency of a company's production process?

**Selected Answer:** ✗ B. cross-functional

**Correct Answer:** ✔ D. problem-solving

**Question 9**

Leadership is especially important in ________—where different teams need to coordinate their efforts to produce a desired outcome.

**Selected Answer:** ✗ B. self-managed teams
Araceli is a team member in a large corporation. She never speaks in the team meetings because she has seen members talk behind each other's backs outside of the meetings. Members are constantly monitoring the other member's work, looking for a mistake to point out in a meeting. According to the information provided, which contextual factor is most likely hindering the success of Araceli's team?

Selected Answer: ✓ E.

climate of trust

Correct Answer: ✓ E.

climate of trust