

## Week-6 Workshop

**BEB100**  
**INTRODUCING**  
**PROFESSIONAL LEARNING**



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## TODAY WORKSHOP

- ACTIVITY 1 "Review and Resolve" – 15 to 30 Minutes
- ACTIVITY 2 "Conflict and Collaboration" – 60 Minutes
- ACTIVITY 3 "Team Project Work" – 20 - 30 Minutes



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## TODAY WORKSHOP (cont.)

- List of teams in this workshop (act.1)
- FAQ on part-2 assignment (act.3)
- Week-7 Quiz
- Learning Feedback



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## ACTIVITY 1

- The purpose of this activity is to review the material covered in the lecture before Easter on team conflict – that was 2 weeks ago



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## ACTIVITY 1 (cont.)

- Conflict Spiral
- Sources of conflict
- Conflict issues
- Productive vs. dysfunctional conflict
- Conflict Management Style

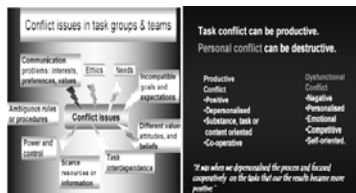


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## ACTIVITY 1 (cont.)

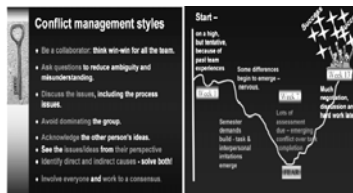


## ACTIVITY 1 (cont.)



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## ACTIVITY 1 (cont.)



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## ACTIVITY 1 (cont.)

- List of teams – URB3
  - <http://teamworker.qut.edu.au>
- The membership of each team in TeamWorker is definitely correct?



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## [ACTIVITY 2]

- The purpose of this exercise (called "Energy International") is to help students see how they can overcome differences, and eventually collaborate to find a workable solution.

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## [ACTIVITY 2 (cont.)]

1. Please sit in your team, separated as far as possible from each other.
2. Every team must have exactly 5 students participating
3. Each student is to have one set of page titled "Energy International Briefing Sheet"

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## [ACTIVITY 2 (cont.)]

4. Each team is to have one six sets of five pages stapled together, with the top one titled "Energy International Data Sheet" and each member take one of the pages.
5. Each participating student should have 3 pages – two from 3 above and one from 4 above.

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## [ACTIVITY 2 (cont.)]

- Students have to read through the pages they have (5 minutes)
- Tutor:
  - Instructions to each member of group "Energy International Group Member Briefing Sheet".

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## [ACTIVITY 2 (cont.)]

- You are a committee made up of the general managers of Energy International.
- You have just flown into town.
- This is the first meeting of the group.
- You have just learned that Energy International will open a new mining plant in Brazil.

## [ACTIVITY 2 (cont.)]

- Your first job is to select a new general manager for the plant.
- There are seven candidates who have applied for the position.
- It is 1972.
- The information about the candidates and the criteria for job selection will be given to you to assist in the selection process.
- There is only one correct candidate.

## [ACTIVITY 2 (cont.)]

- All data given to you is correct.
- A summary of the background of each candidate is on the back of the instruction page.

## [ACTIVITY 2 (cont.)]

- Please start working together to find the right candidate for this job – at most 40 minutes or so to try and solve it.
- No communication between teams – each team must solve the problem and find the right candidate

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## [ACTIVITY 2 (cont.)]

- Discussion on
  - What candidate each team selected for the job – "Gadolin" was the only candidate who satisfied all the requirements.
  - Why each team chose Gadolin, and why any teams didn't.
  - Why Gadolin was the only correct choice, because it's only by acting as a truly successful integrated team that they can reach that conclusion!

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## [ACTIVITY 2 (cont.)]

NAME	AGE	EDUCATION	NATIONALITY	LANGUAGE SPOKEN	EXPERIENCE
ILIN	35	N.Y. School of Mines	American	Portuguese	2 years
HULE	42	N. Mexico Institute of Earth Science	American	Portuguese	7 years
GADOLIN	41	N.Y. School of Mines	American	Portuguese	6 years
SAMAR	33	Mass. Institute of Science	American	Portuguese	5 years
LUTE	36	N.Y. School of Mines	American	No	9 years
NEDDY	43	St. Francis University	American	Portuguese	14 years
LANTA	36	Mass. Institute of Science	Canadian	Portuguese	4 years

## [ACTIVITY 2 (cont.)]

- The New Mexico Institute of Earth Science and St Francis University require three special subjects for graduation and are, therefore, smaller than Massachusetts Institute of Sciences or the New York School of Mines. St Francis is not the smallest; therefore, the New Mexico Institute of Earth Sciences must be. This makes the new Mexico Institute of Earth Science a women's university. Brazilians hold a feudal attitude towards women and will not employ them. Hule, obviously, is a woman and so cannot be considered.

## [ACTIVITY 2 (cont.)]

- Seismology and Palaeontology are essential for general membership. St Francis does not offer seismology; therefore, no graduate of St Francis can qualify for general Membership.
- None of the Brazilian staff understand English, nor do the government inspectors; therefore, before the General Manager can countersign the inspector's report, he must be able to read Portuguese.
- Each candidate, except Gadolin, is disqualified because he/she lacks the requirements and qualifications **as outlined in the document specifications.**

## [ACTIVITY 2 (cont.)]

- How you overcame these obstacles to come up with the right candidate.
  - How to deal with conflicting information and opinion.
  - The need to openly share ideas and information – competition and secrecy doom the team to failure.
  - The need for open and effective communication.
  - The fact that everyone has an equal contribution to make in order for the problem to be solved.
  - How to overcome differences and enable collaboration towards a solution of what seems at first to be an intractable problem.

## [ACTIVITY 2 (cont.)]

- Discussion summary:  
the above points (i to v) should work in your team in this exercise and in every meeting of your team for the rest of the semester if want to have a successful outcome to their BEB100 project.

## [ACTIVITY 3]

- Every week from now on we're going to require the teams to meet and work on the project in the workshop.

## [Week-7 Quiz]

- Week 7 Team work quiz Starts Mon 16/4/07 to Mon 24/4/07

## [Week-7 Quiz (cont.)]

- Problem Scenario: You are in BEB100 and part of a really great team. Things are running smoothly except Nicole Kidman didn't turn up for your week 7 team meeting in your scheduled workshop. None of your team members have heard from Nicole. Which best describes the action you should take? Hint: Read "loaf" under "success" tab in Teamworker.
  - Record Nicole's absence & the fact that none of her tasks have been done from week 6 in the team minutes. Check if team rules cover absences & if not redraft. Allocate further tasks to Nicole and advise your tutor.
  - Verbally advise your tutor and expect everything to be done for you.
  - All that (a) says plus the Team Leader must contact Nicole within one week & establish reasons for absence.

## [Week-7 Quiz (cont.)]

- Problem Scenario: It turns out Nicole is on a delayed honeymoon/holiday with Keith Urban in Caboolture but has promised she will be back for Week 8 meeting. Which best describes the action your team should take at the week 8 meeting? Hint: Read "loaf" under "success" tab in Teamworker.
  - Nicole and team must agree on conditions for the continuance of that member in the team. These conditions could be that the member must attend all further meetings and do all tasks assigned fairly, or it could be that the member compensates for poor past behaviour by agreeing to an increased allocation of work for a period.
  - The team agrees that Nicole will get one or two grades lower than everyone else.
  - The team instructs Nicole she must do the whole artefact herself.
  - The team decides Nicole is out and the lecturer must find another team for Nicole.

### [ Week-7 Quiz (cont.) ]

3. Which best describes what should be done if Nicole objects to the team's conditions and extra work? Hint: Read "loafer" under "success" tab in Teamworker.
- The team's decision is final,
  - Nicole and the team talks to your tutor in the workshop and makes an appointment to sort it out at the end of the tutorial;
  - Dr Martin Murray, or The Head of School, or the Dean or Registrar decide,
  - None of the above.

### [ Week-7 Quiz (cont.) ]

4. What if Russell Crowe a team member can't be contacted by your team and you have been trying for weeks. Which best describes what should be done by your team? Hint: Read "loafer" under "success" tab in Teamworker.
- Keep warning them by email or phone or personally until they eventually start contributing to the team,
  - Warn them each time they don't perform and after three times go and see your tutor or lecturer;
  - When a team member misses a meeting or doesn't do their assigned task the first thing to do is go and ask your tutor or lecturer to deal with the loafer,
  - At the end of semester tell your lecturer that the loafer didn't do anything so the lecturer can adjust the marks for each team member.

### [ Week-7 Quiz (cont.) ]

5. Where can you find the template for Minutes of meeting in Teamworker?
- On Teamworker under "resources";
  - On the BEB100 website,
  - By emailing Martin Murray,
  - On Teamworker under "loafers".

### [ Week-7 Quiz (cont.) ]

6. Which of the following is NOT included in the discussion of ground rules under TeamWorker? Hint: see "Resources" under "StudentEntry" tab.
- Conduct of Meetings,
  - Non Performer,
  - Dominating Member,
  - How to get your assignment done from start to finish;

### [ Week-7 Quiz (cont.) ]

7. Your team's weekly minutes are officially submitted and recorded by:
- Handing the hard copy to your tutor,
  - When the final report is due at the end of semester and not before then,
  - Through TeamWorker;
  - On line though the BEB100 website.

### [ Week-7 Quiz (cont.) ]

8. All teamwork, team minutes and ground rules will be assessed by your tutor at the end of the semester towards your teamwork for assignment 2.
- True,
  - False.

### [ Week-7 Quiz (cont.) ]

9. What is the missing word? Match team skills with team\_\_\_\_\_. Hint: see Jillian Claire's "Top Ten Tips For Staying Productively Focused" under Lecture 5 on the BEB100 website.
- Artefact,
  - Goals,
  - Tasks;
  - Plans.

### [ Week-7 Quiz (cont.) ]

10. Which best describes what you should do to create a good team contract . Hint: see Jillian Claire's "Top Ten Tips For a Successful Team Contract" under Lecture 5 on the BEB100 website.
- Develop a timetable and milestones for project completion;
  - Create new tasks each week as the project progresses,
  - Meet weekly and know what everyone is doing at all times,
  - All of the above.

### [ Week-7 Quiz (cont.) ]

11. Which is not a milestone necessary to be completed before your week 12 presentation of your artefact?
- Finalise transcript of oral presentation by week 11 for rehearsal,
  - Finalise artefact by week 11,
  - Finalise powerpoint by week 11 for rehearsal,
  - Finalise and document client profile and client design brief,
  - Finalise report;

### [ Week-7 Quiz (cont.) ]

12. Which of the following is the stage that causes the most conflict in a developing team?
- Forming,
  - Norming,
  - Storming;
  - Performing,
  - Adjourning,
  - All of the above.

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### [ Week-7 Quiz (cont.) ]

13. What's the best way to deal with conflict?
- Ignore it,
  - Confront it,
  - Negotiate it;
  - Reject it.

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### [ Week-7 Quiz (cont.) ]

14. An effective team member:
- Is sensitive to others' opinions;
  - Is assertive about their own opinions,
  - Is confident when telling others where they're going wrong,
  - Is always a listener, never a talker,
  - All of the above.

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### [ Week-7 Quiz (cont.) ]

15. What's the best reason why your team should develop a team agreement?
- So the team can evict a member when they don't come to meetings,
  - Rules of behaviour are important in all human activities;
  - It's a requirement laid down by managers.

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### [ Learning Feedback ]

- Your tutor is interested in knowing how things are going in the class so far in hopes of being able to make adjustments so that the course will be a good learning experience for you. Please take a moment and respond thoughtfully to the following questions.
- Keyword: partnership learning

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### [ Learning Feedback ]

- What about the course has been the most helpful for your learning thus far?
- What about the course has caused you the most difficulty in terms of learning thus far?
- What suggestion(s) can you make that might help alleviate the problems you identified in the second question?

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### [ Learning Feedback ]

- VERBAL/NON-VERBAL
 

○ Language was understandable	1 2 3 4 5
○ Articulation and pronunciation clear	1 2 3 4 5
○ Absence of verbalized pauses (er, ah, etc.)	1 2 3 4 5
○ Instructor spoke extemporaneously	1 2 3 4 5
○ Accent was not distracting	1 2 3 4 5
○ Effective voice quality	1 2 3 4 5
○ Volume sufficient to be heard	1 2 3 4 5
○ Rate of delivery was appropriate	1 2 3 4 5
○ Effective body movement and gestures	1 2 3 4 5
○ Eye contact with students	1 2 3 4 5
○ Confident & enthusiastic	1 2 3 4 5

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### [ Learning Feedback ]

- Rating scale:
 

○ 1 = very poor,
○ 2 = weak,
○ 3 = average,
○ 4 = good,
○ 5 = excellent
- Thanks for your input.

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### [ More discussion/concern ]

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