

# Team Leadership Café

## “BUILDING AN EFFECTIVE TEAM” SCENARIO

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### Before Our Session (Directions):

Read the following scenario and be ready to share the four people you would have selected for the team and why – you will type in your answers through the chat feature on WebEx. While you may change your answers any time during the seminar once you learn more information, have a copy of this worksheet ready to go the day of the Webinar!

### Mission Impossible

Joe’s mission, and he chose to accept it, was to pull together a team to improve service in the South American markets. The project was top priority, so he received a generous budget. His next step was to pick his team. An analytical thinker, he created this matrix to help him decide whom to choose:

	Communication skills	Experience with customer service	Can perform on team	Organizational skills	Likely rapport with others on team
<b>Jack</b>	Good writer, good public speaker	None	Worked on public relations team in former job	Yes, high	Relatively new
<b>Maria</b>	Speaks fluent Spanish and Portuguese, acts as translator with	Has trained line people	Yes	Not demonstrated	Has very strong opinions, could make

	customers				consensus difficult
<b>Lou</b>	Good at writing reports	Helped implement previous program	Has been on teams	Some	Good rapport
<b>Terry</b>	Articulate, calm, and objective	No	Worked on purchasing team, very different type of team	Very high	May be too cool, may not be well-liked
<b>Karen</b>	Poor writing and presentation skills	Trained line people and managers	Was on 3 other task forces	Yes, high	Well organized
<b>Larry</b>	Speaks some Spanish	Won employee of month award for excellent service	Good team player	Weak	Good rapport
<b>Jon</b>	Good listener, can see two sides of issues	Excellent knowledge of all current and past programs	No team experience	Not demonstrated	Great rapport

What a list! Joe had to **pick four**. Knowing how important this project was to upper management, he was tempted to rule out anyone who might disrupt the cohesiveness of the team. After all, preventing conflict would help ensure success, wouldn't it?