

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level II – Semester VII)

Examination – July 2018

MOS 2212 Team Development

Two (02) Hours

Answer any FIVE (05) Questions.

1. Considering your engagement in a team development project as part of the 'team development' course, discuss your reflections on the significance of teams for communities, organizations, and individuals.

(20 Marks)

2. "In recent years a body of research has revealed another, more nuanced benefit of workplace diversity: non-homogenous teams are simply smarter."

Do you agree with the above statement? Discuss the statement and justify your answer using your knowledge on diversity of teams.

(20 Marks)

3. Assume that you are given an opportunity to join an NGO as part of your internship training. As you join, you are assigned to a new team that is expected to provide awareness training to community members on financial planning. There are 10 members in the team and you experience team development stages as you progress with your work. Discuss these team development stages and the potential issues that you may experience working with a new team.

(20 Marks)

4. "Just like individuals, teams have their own personalities, moods, and emotions. Group emotion serves an important role in promoting group survival." Discuss how emotions and emotional intelligence support a team's survival and its socialization process.

(20 Marks)

5. "Conflict in teams is unavoidable, but it does not have to result in decreased productivity. Managed proactively, conflict can be key to leveraging differences of interest to arrive at creative solutions." Discuss this statement using Thomas-Kilmann conflict resolution styles. You are expected to make reference to suitable examples.

(20 Marks)

6. "Although the task facing a team is one that calls for creativity, there is no guarantee that team members will be creative." Discuss this statement considering the importance of creativity to teams, and the potential pitfalls in the generation and implementation of creative ideas within teams.

(20 Marks)

7. "Many organizations promote and value teamwork, yet pay people based on individual accomplishments." Discuss this statement with your knowledge on compensation and performance evaluation methods of teams.

(20 Marks)
