

ONLINE TEAMWORK

Why It Is Important and Understanding the Keys to Success



San José State University
INFO 203: Module 5, Personal Skills
Instructor Vicki Steiner, JD, MLIS

OVERVIEW OF PRESENTATION

- 1. Why Teamwork?**
- 2. Fears About Teamwork**
- 3. Keys to Success in Teamwork**
- 4. Stages of Team Development**



Why Teamwork?

PART ONE



WHAT IS A TEAM?

"A team is a small number of people with complementary skills who are committed to a common purpose, common performance goals and a common approach, and for which they hold themselves mutually accountable."

GROUP GOAL, INDIVIDUAL ACCOUNTABILITY

- Dr. Ken Haycock

Master of Library and Information Science

[MLIS Core Competencies \(Program Learning Outcomes\)](#)

[MLIS Student Profiles](#)

[Life After the MLIS](#)

[MLIS Admissions Requirements](#)

[MLIS Application Process](#)

[Course Selection](#)

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Teacher Librarian Program

Master of Archives and Records Administration

Big Data Certificate

MLIS CORE COMPETENCIES (PROGRAM LEARNING OUTCOMES)

Statement of Core Competencies (Program Learning Outcomes)


The curriculum for our MLIS program offers a multifaceted, wide-ranging selection of courses that allows students to follow a variety of [Career Pathways](#) or to pursue a more generalized program. At the same time, the School's curriculum is grounded in and unified by a foundational core of knowledge, skills, and abilities—a set of Program Learning Outcomes—that define and unite information professionals regardless of where they practice.


Program Learning Outcomes are explicitly integrated into every course we offer, and every [syllabus](#) lists the relevant Program Learning Outcomes addressed in the course. Students demonstrate mastery of all Program Learning Outcomes for the degree before graduation by means of an [e-Portfolio](#) culminating experience. The e-Portfolio provides a program-based assessment as each student demonstrates mastery of all Program Learning Outcomes through reflective essays supported by a wide array of artifacts, evidence, exhibits, assignments, and experiences produced throughout their program.

NOTE: See competencies mapped [to classes](#) & to [University Learning Goals](#).

Program Snapshot

43 units
to earn your degree


Numerous
electives
to customize
your program


Choice of thesis
or e-portfolio
for culminating
experience

M. demonstrate oral and written communication skills necessary for professional work including collaboration and presentations;



TEAMWORK

Helps Develop Key Personal Skills, Facilitates Higher Order Thinking

HELPS DEVELOP KEY PERSONAL SKILLS

Organizational Skills

- ✓ Planning: dividing up work; setting priorities and deadlines; monitoring progress; revising/editing work
- ✓ Managing meetings: using agendas and minutes; effective time management and use of technology

Interpersonal Skills

- ✓ Building trust: making others feel at ease and that their contributions are valued
- ✓ Dealing with difference: mature communication; respecting cultural differences; navigating individual motivations that are at odds with each other (“I must get an A+” versus “Bs get degrees”)
- ✓ Maintaining motivation and morale; working interdependently

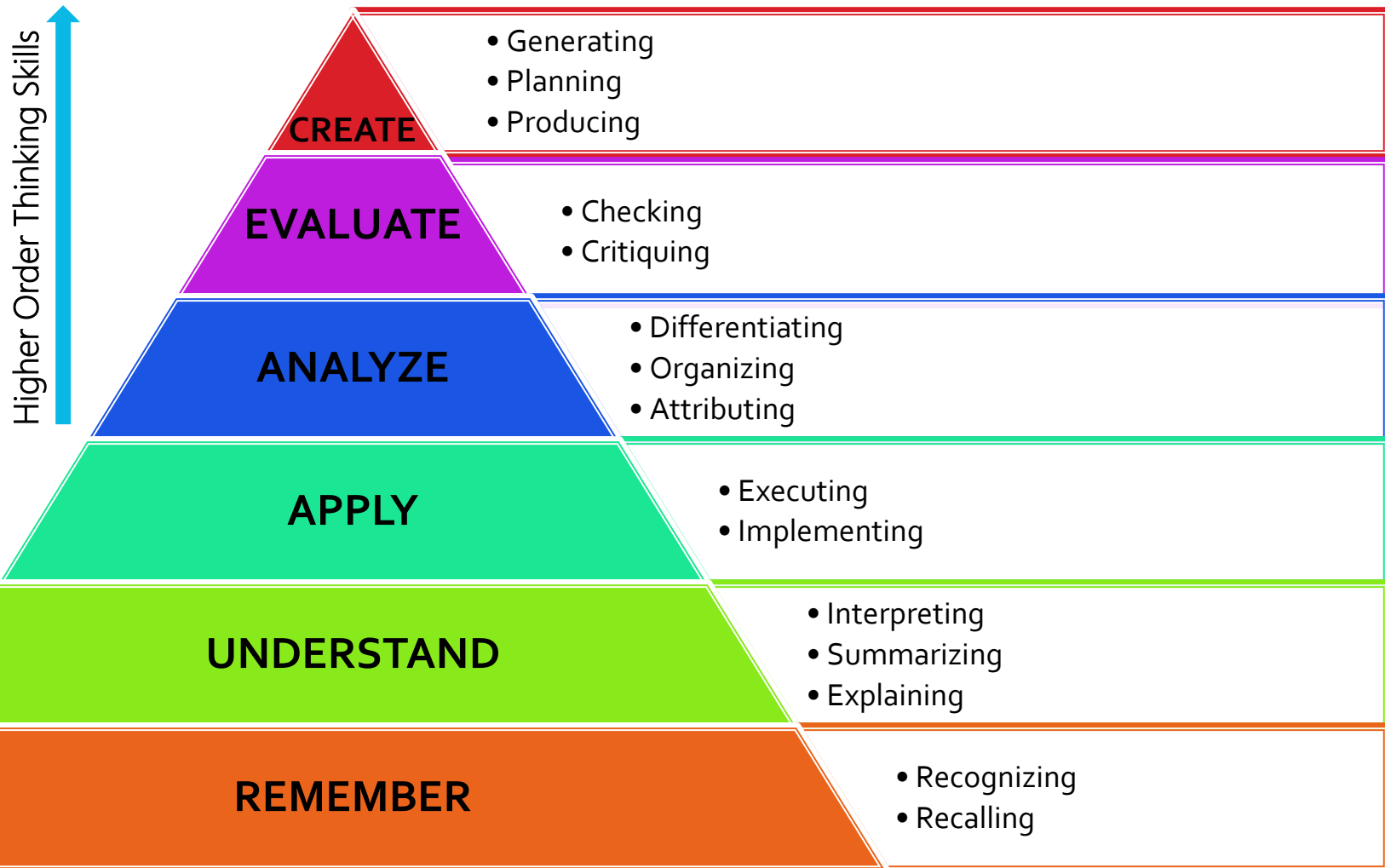
Problem-Solving Skills

- ✓ Dealing with conflict: being responsive to others’ ideas and not defensive about your own; clarifying different values and positions; using conflict to effect positive change; finding common ground; identifying compromises
- ✓ Sharing: maximizing information, knowledge, and skills; brainstorming; eliciting minority views; active listening; avoiding groupthink; reaching consensus

Managerial Skills

- ✓ Helping others succeed
- ✓ Giving and receiving feedback
- ✓ Managing power struggles
- ✓ Accountability

HIGHER ORDER THINKING SKILLS



A group of four business professionals are gathered around a table in a bright, modern office setting. On the left, a man with a shaved head and a light blue striped shirt is smiling. In the center, a woman with blonde hair, wearing a grey sweater over a light blue collared shirt, is also smiling. On the right, a man with glasses, wearing a light blue shirt and a dark blue tie, is smiling. In the foreground, the back of a woman with blonde hair wearing a light-colored top is visible, looking towards the group. The background shows large windows with a view of a green landscape. A dark grey horizontal band is overlaid across the middle of the image, containing the text.

TEAMWORK

A Bridge Between the Classroom and the Workplace

Employers

Job Seekers

Sign-in or Create Account

ALA JobLIST | Jobs in Library & Information Science & Technology

All States



[Career Center Home](#) > [Search Jobs](#) > [Lead Librarian - Adult Services](#)

City of Prescott

Lead Librarian - Adult Services

Apply Now

Print

Save

Share

Call

Description

Prescott Public Library seeks an energetic and experienced librarian to serve as the Lead

Job Information

Location:

Prescott, Arizona, United States

questions, and technology troubleshooting. The library offers a wide variety of public programs and outreach. If you have great customer service skills, enjoy serving the public and working collaboratively and creatively with other staff and community partners, you might be a good fit for this position!

Employers

Job Seekers

Sign-in or Create Account

ALA JobLIST | Jobs in Library & Information Science & Technology

teamwork

All States



[Career Center Home](#) > [Search Jobs](#) > [Digital Scholarship Librarian](#)

College of William & Mary Digital Scholarship Librarian

Apply

REQUIRED:

Education:

- Master's degree in Library Science, Information Science, or related discipline from an ALA accredited program.
- Strong commitment to promoting and enhancing diversity and inclusion.
- Outstanding interpersonal, oral and written communication skills with the proven ability to develop and foster communication and teamwork.

Description

William & Mary is of
Williamsburg, Virgin
U.S. News and Wo

A hand is shown from the bottom, reaching upwards. The fingers are positioned as if about to touch a series of glowing, semi-transparent square icons that are arranged in a staircase pattern, ascending from the hand towards the top of the frame. The background is a dark, gradient grey. The overall theme is digital interaction and technology.

ONLINE TEAMWORK

Beyond Time and Space Limitations

“ESTIMATES SUGGEST THAT IN THE US ALONE, AS MANY AS 8.4 MILLION EMPLOYEES ARE MEMBERS OF ONE OR MORE VIRTUAL TEAMS OR GROUPS.”

Source: Furst, S. A., Reeves, M., Rosen, B., & Blackburn, R. S. (2004). Managing the life cycle of virtual teams. *Academy of Management Executive*, 18(2), 6-20.
doi:10.5465/AME.2004.13837468



Employers

Job Seekers

Sign-in or Create Account

ALA JobLIST | Jobs in Library & Information Science & Technology

Enter Keyword or Job Title

All States



[Career Center Home](#) > [Search Jobs](#) > [Reference and Instruction Librarian \(Instructor or Assistant Professor](#)

Bronx Community College

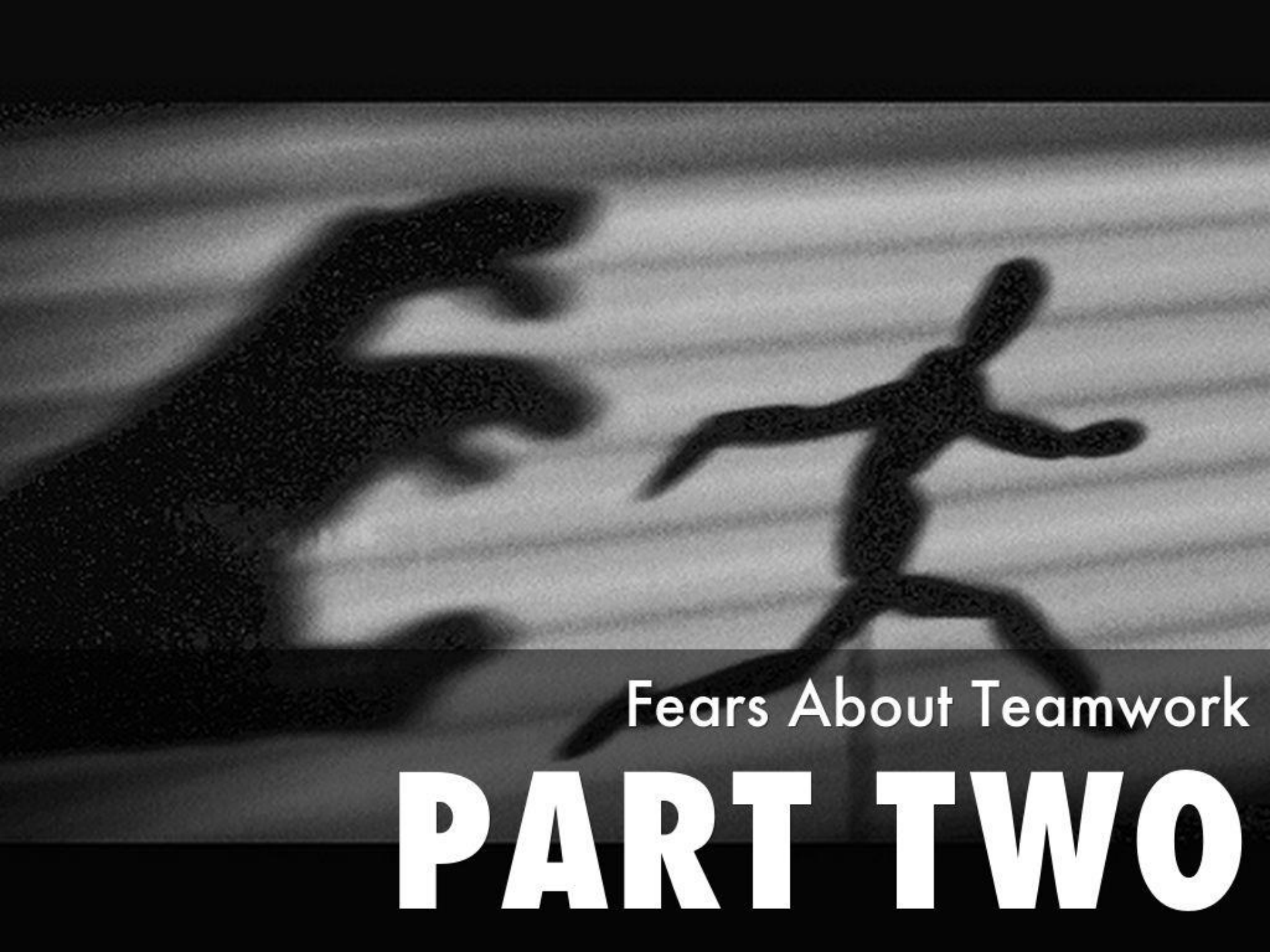
Reference and Instruction Librarian (Instructor or Assistant Professor

Reporting to the Chief Librarian, the Reference and Instruction Librarian joins a team of librarians providing students and faculty with one-on-one and group instruction. Position involves direct contact with library users providing traditional and virtual reference and research assistance, outreach to faculty engaged in developing Information Literacy knowledge and skills of students, collaboration with librarians to engage college community resources, assessment of needs and promotion of available services. Evening and weekend hours are required.

Save

Share

- Experience developing collaborative working relationships
- Commitment to innovative and effective user-centered services
- Evidence of teamwork, creativity, initiative, and flexibility



Fears About Teamwork

PART TWO

FEARS ABOUT TEAMWORK

(shared by former INFO 203 students)

"I fear not being in control."

"Teammates who are late, lazy, bossy, or never show up."

"I'm afraid of getting it wrong in front of others."

"I fear conflict."

"I know the quality of work that I can produce and I worry that others will not put forth the effort to create a quality product."

"I always end up doing all the work."

"Any good idea I or someone else will have will get drowned out by the loudest person."

PROBLEMATIC PARTICIPANTS

- **The free rider or social loafer**
- **The overbearing teammate**
- **The lone wolf**

PROBLEMS IN ONLINE TEAMWORK

- **Logistical problems**
 - **Technological problems**
 - **Communication problems**
- 
- A blurred background image of an office environment. A person in a blue shirt and dark pants is walking from left to right across the frame. In the background, there are desks with computers, a trash can, and other office furniture. The overall scene is out of focus, emphasizing the text in the foreground.

FEAR OF TEAMWORK IS COMMON, BUT NOT UNIVERSAL

"To be perfectly honest, I like teamwork. I like collaborating with my fellow students and I always find the conversation is interesting and enlightening even (or perhaps especially) if we stray a bit off topic every once in a while. I think it's great that I can work with people whose approaches are quite different to my own and I think people can be more daring in their ideas and work when they are confident their weaknesses (real or perceived) will be buoyed by the collective strengths of the group for the benefit of all."



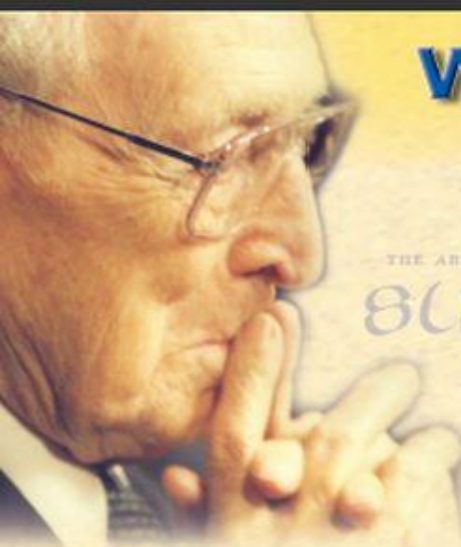
A vintage-style metal can with a red label. The label has a black border and contains the text "Success comes in cans not in cannots" in a stylized, bold font. The can is set against a dark, textured background.

Success
comes in cans
not in cannots

Keys to Success in Teamwork

PART THREE

WOODEN ON LEADERSHIP™



THE ART OF
SUCCESS

PYRAMID OF SUCCESS

"Success is peace of mind which is a direct result of self-satisfaction in knowing you made the effort to become the best of which you are capable."

John Wooden, Head Coach

"To prepare is preparing to fail."
"Practice activity for achievement."

SUCCESS

"Success is not a destination, it is a journey."

Success comes only to an individual who is satisfied with what he has done. It is not a goal, it is a feeling that you gave everything you are capable of.



12 LESSONS IN LEADERSHIP

1. Good Values Attract Good People
2. Love Is The Most Powerful Four-Letter Word
3. Call Yourself A Teacher
4. Emotion Is Your Enemy
5. It Takes 10 Hands To Make A Basket
6. Little Things Make Big Things Happen
7. Make Each Day Your Masterpiece
8. The Carrot Is Mightier Than A Stick
9. Make Greatness Attainable By All
10. Seek Significant Change
11. Don't Look At The Scoreboard
12. Adversity Is Your Asset

IMPORTANT TEAM ROLES

LEADER



Facilitates meetings, communicates with team about deadlines, ensures compliance with ground rules, mediates conflict

SCRIBE



Takes notes during meetings, reports to team after meetings to summarize what was discussed and decided

EDITOR



Reviews all team documents and ensures that style, grammar, and formatting are correct

TECHIE



Serves as the tech-savvy person of the team, ensures that all team members are able to use tech tools needed to complete work

EXAMPLES OF GROUND RULES

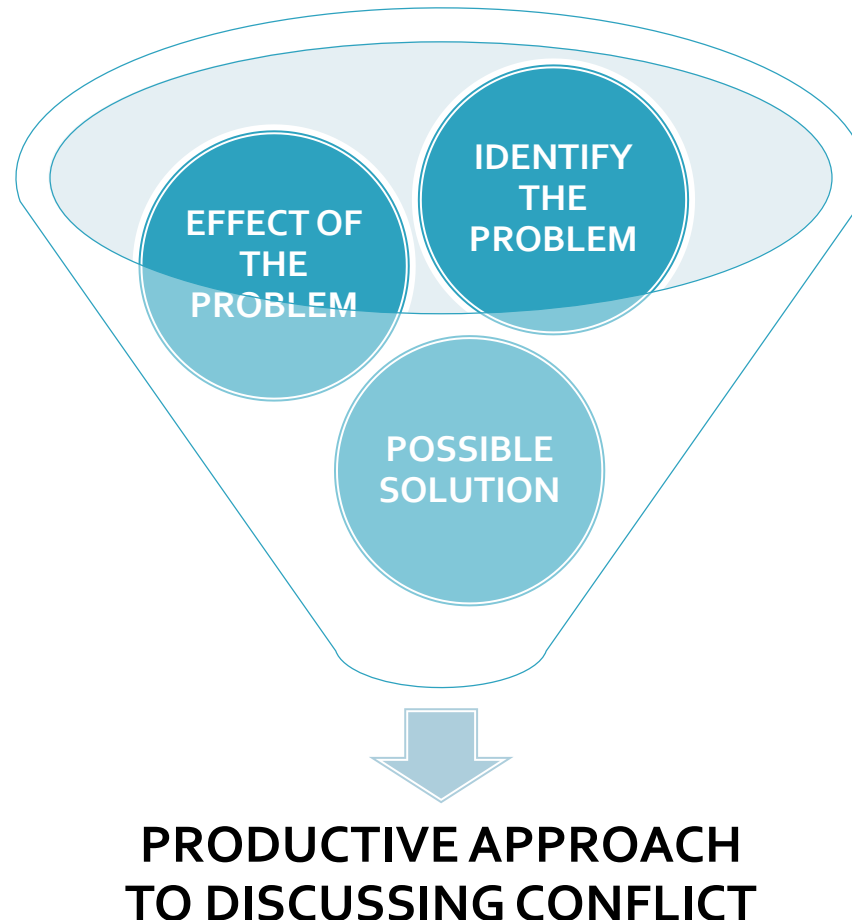
Governance:

- articulate accountability and consequences
- follow the agenda (begin and end as scheduled)
- build-in checkpoints
- set other ground rules as necessary

Team etiquette:

- arrive on time
- give timely responses/acknowledgement to team communications
- be prepared for team sessions
- give 24 hour notice
- share information
- ask questions without attacking
- keep notes

DISCUSSING CONFLICT



DISCUSSING CONFLICT

PRESSURE

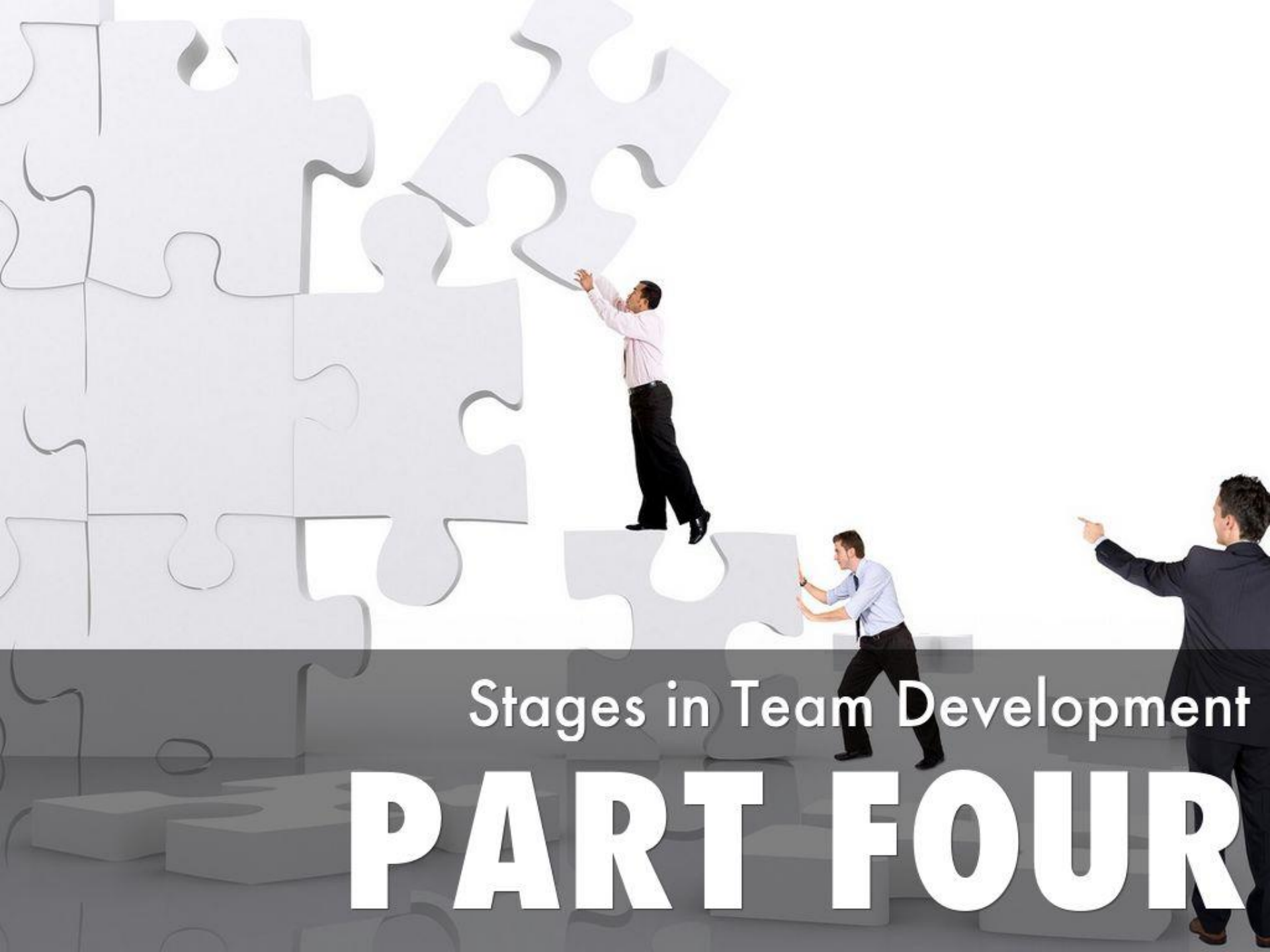
Pressure refers to applying ground rules and consequences. Example for a non-contributing member:

- *"I don't think we've heard from you, Sam, in two weeks. I'd be interested in your perspective on this. . ."*

SUPPORT

Support refers to acknowledging snags and offering temporary trade-off or other options. Example for a member who is often late:

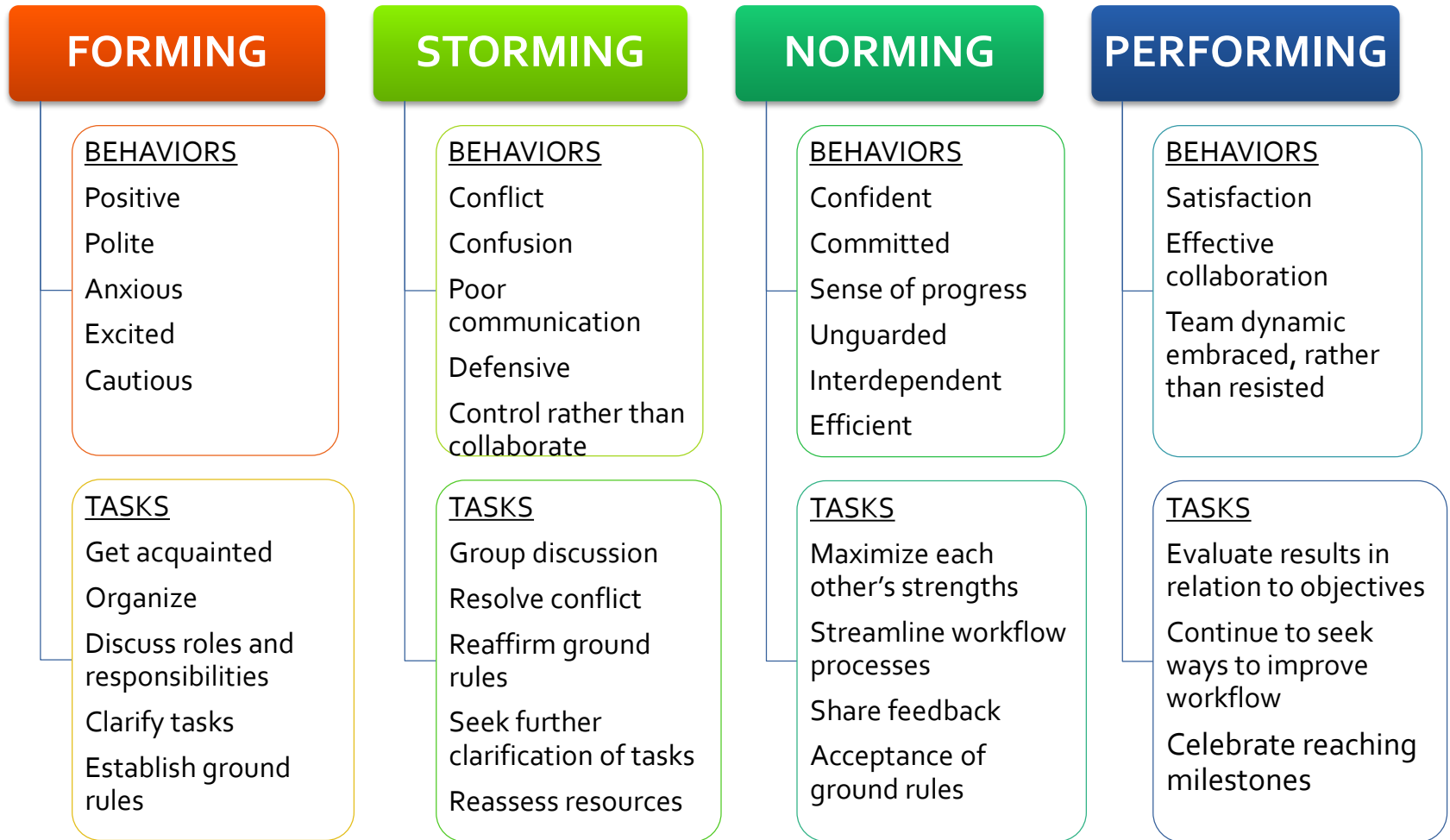
- *"When you're always late for a meeting, it makes me feel like my time is disrespected, that it's worth nothing. Would you consider making an effort to arrive on time, or should we consider changing the start time?"*



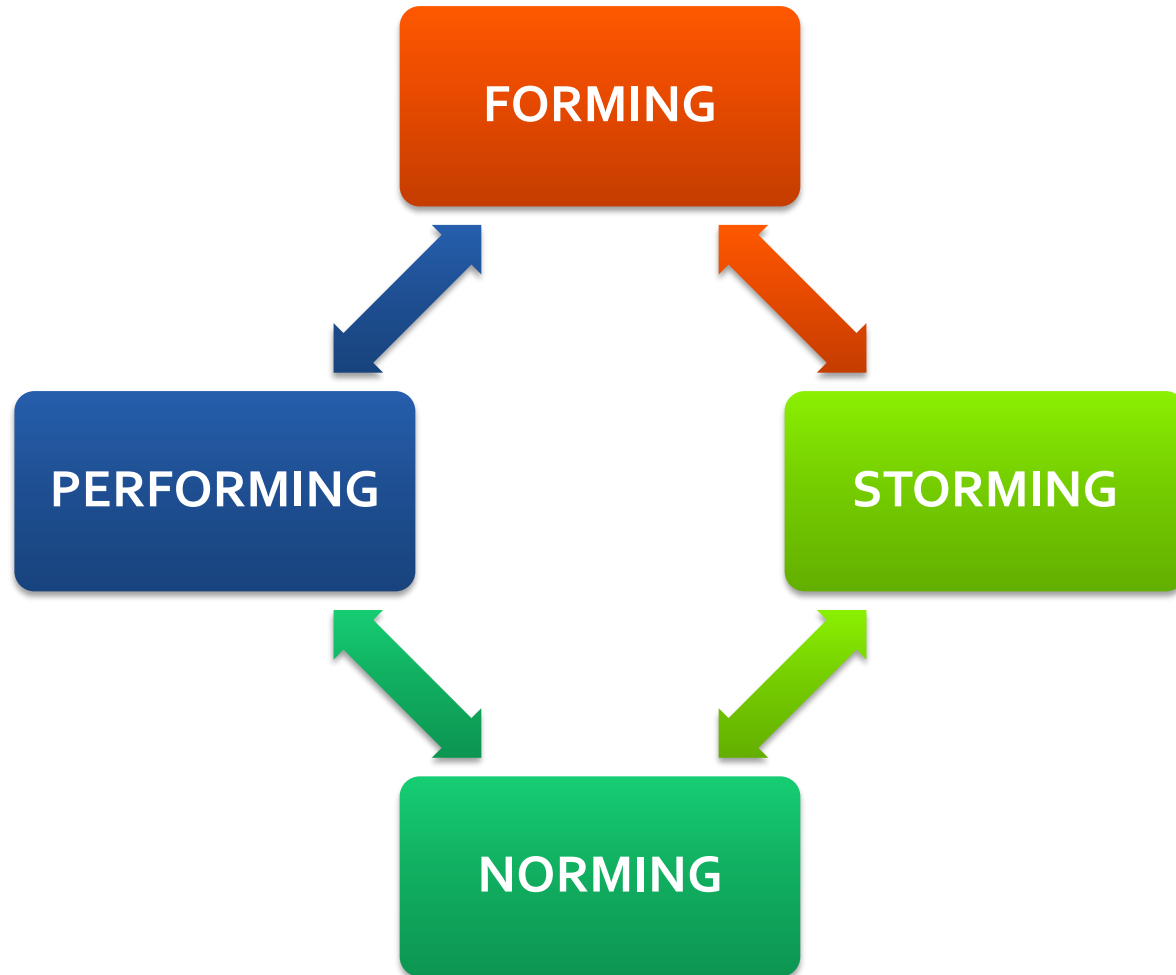
Stages in Team Development

PART FOUR

STAGES IN TEAM DEVELOPMENT



IS TEAM DEVELOPMENT ALWAYS LINEAR?



THE ROLE OF THE LEADER IN STAGES OF TEAM DEVELOPMENT

FORMING

- Establish clear objectives for the team and individual members
- Establish ground rules
- Provide direction
- Assess team dynamic

STORMING

- Build trust among members
- Mediate and resolve conflict quickly
- Assert ground rules
- Recognize difference between free-riding and struggling
- Continuously assess team dynamic

NORMING

- Recognize and reward adherence to ground rules
- Create leadership opportunities for others
- Facilitate frank and honest discussion
- Continuously assess team dynamic

PERFORMING

- Delegate any remaining tasks
- Evaluate results in relation to objectives
- Continuously assess team dynamic

TEAM

T

TOGETHER

E

EVERYONE

A

ACHIEVES

M

MORE

TEAMWORK QUIZ

- To complete this portion of Module 5, please complete the INFO 203 Teamwork Quiz.
- Once you submit your answers to the Quiz, proceed to the next activity in Module 5.

QUESTIONS?

Please contact your INFO 203 instructor or your peer mentor.

