

Open Mind

SKILLS FOR WORK VIDEO WORKSHEETS

Video 6 Worksheet: Team-working Skills

Before you watch

A Read the sentences and select the three which are positive examples of working as part of a team. Write the positive sentences under the correct headings.

- A I appreciate it will be difficult, so let me know if I can help.
- B It was your team that made the mistake, so why can't you deal with this?
- C As long as I don't have to do anything, I don't really mind what you decide.
- D I know, why don't we all go back to our teams and ask them for suggestions?
- E It was my team that made the mistake, so let me deal with this.
- F It's not my fault, so it's not my responsibility.

Taking responsibility

Showing initiative

Supporting and encouraging

While you watch

B ► Watch the meeting. Read the statements and choose T (true) or F (false).

- 1 Mateo spoke to Felipe Mascorro this morning. T / F
- 2 Explaining non-delivery of product is the Client Services Manager's responsibility. T / F
- 3 Rosie is sure that the company is in breach of contract. T / F
- 4 Amanda will speak to Felipe Mascorro. T / F

C ► The team did not deal with the issue effectively. Discuss what they did wrong.

D ► Watch the life coach's feedback on the first group discussion. Match the beginnings of the life coach's comments (1-4) to the endings (a-d).

- 1 Firstly, Amanda failed to disclose the issue to her team properly, and
- 2 Team members were critical of each other and
- 3 ... because of a negative atmosphere,
- 4 As a result,
- a) seemed more concerned with their own position and priorities than seeking a solution.
- b) the meeting ended with a limited plan of action.
- c) no one was willing to take the initiative.
- d) didn't facilitate contributions from the group.



E Work in groups. Make predictions about how the team members could work together to achieve a more successful outcome.

F ▶ Watch the replay of the meeting. Match the phrases (1–8) to the team members.



Amanda



Sofia



Mateo



Rosie

- 1 I'm sorry you had to go through that ... _____
- 2 We should also check ... _____
- 3 That would be great. Keep us informed as to the outcome. _____
- 4 Sure thing, but we need to get going on this. _____
- 5 Good point. _____
- 6 The same thing may have happened again. _____
- 7 I'm really happy to ... _____
- 8 I appreciate that it wasn't a great start ... _____

G ▶ Watch the life coach's feedback. How does the team's approach to the meeting compare with your own ideas from Exercise E?

After you watch

H Work in groups of three to do the roleplay below. Then swap roles.

Student A

You are the Managing Director of an office furniture supplier. A client has made a complaint because of the late arrival of a large order. It is the first time this has happened. Talk to the Customer Services Director and the Logistics Manager. Explain the problem and find out what went wrong. Help them to reach a solution and make sure there is a clear plan of action by the end your meeting. Remember, it is your job to facilitate the meeting and to offer encouragement and support to your team.

Student B

You are the Customer Services Director of an office furniture supplier. Your department has been having problems meeting customers' orders recently due to an increase in the size of orders and a reduction in staff. Explain these problems to the Managing Director and help them to reach a decision about what to do. The Managing Director will expect you to take responsibility for the issue and to show initiative in developing a plan of action.

Student C

You are the Logistics Manager of an office furniture supplier. Recently there have been some problems because orders have been delayed. This has a knock-on effect as you have to reschedule deliveries and sometimes have to pay overtime. You also have employees waiting around with nothing to do if an order is not ready on time. Explain the situation and show initiative to help to develop a plan of action.



REFLECT ... How important is team work in other aspects of your life? What can you do to become better at taking responsibility, showing initiative and encouraging others?