

Managing for Maximum Performance
UCSD Extension Business & Technology
Chapter 11 – Workgroups & Teams – Summer 07

Understanding Group Works/Team

By: Ana Mendoza and Plamex Team

Content:-

- Describe formal and informal work groups
- Concept of team building
- Self directed teams
- Results of team building thinking at Plamex
- Workshop
- Conclusions
- Complementary Definitions

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Describe works Group

Is 2 or more people who interact to meet a shared goal.

Formal work group

Formal work groups are established by the management, and may exist for a short or long period of time.

Informal work group:

Are formed voluntarily by members of an organization.

Team building

- Is the process of establish a cohesive group that works together to achieve its goals.

In Plamex:

A work group is not a team.

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Self directed team



- Self directed team is a group of persons that has the autonomy to touch the Routine Management, and have objectives, goals, and procedures.
- Self directed teams works as a small company, were the goals and objectives are of the interest of all the team.
- The success belongs to all the team.

The company delegate the Routine Management to the employees, changing in that way the Management of the company.

Self directed team

(8 steps for the routine management)

Each team make their own business setting their own:

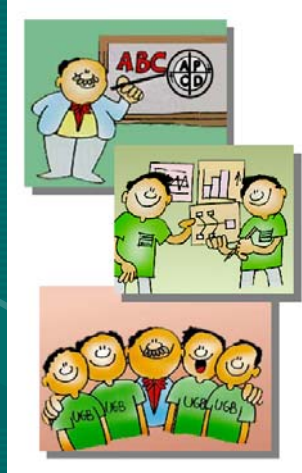
1. Definition of their business: Mission, Vision and values. Team rules or norms
2. Definition of their customer, and the product that are offering
3. Flowchart of their process
4. Standardize principal task true process control, reduce issues or improving steps.
5. Definition of item of control.
6. Definition and negotiation of Goals.
7. Monitor the results.
8. Management to improve or maintain the results obtained.

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- The role of the manager or supervisor is to motivate and guide the team to achieve their goals. He orientate the team on their goals, and help on the training, and negotiations needed.

Steps



- Plan:- Set the objective, Goal and the Method
- Do:- Implement the change
- Control:- Review the results periodically and monitor
- Action:- Standardize



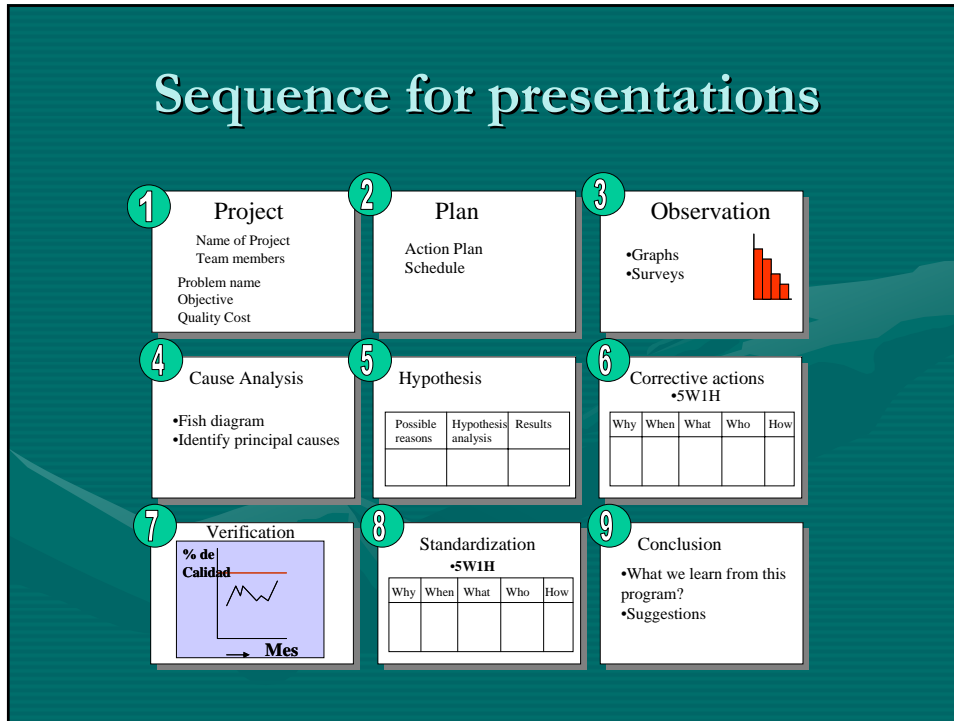
- Each team present their results to the board of directors with proud.
- Results are updated month by month by each team
- Results are visible on the company

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Why is important to Plamex self directed teams?

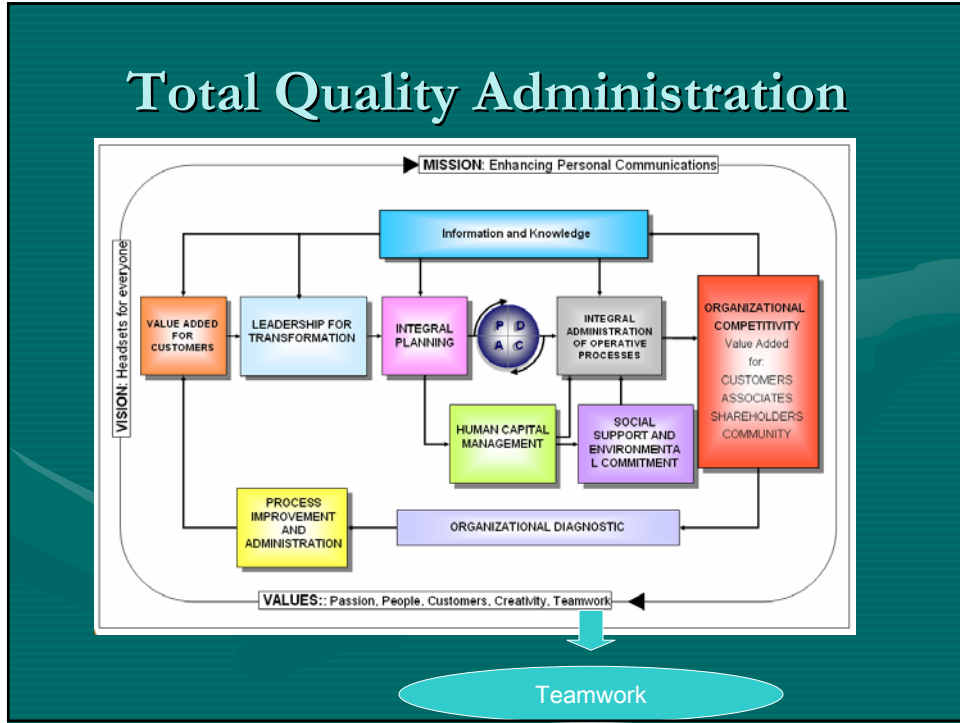
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Our teams

OUR TEAMS

KIND OF TEAMS

 Self Directed Teams (Functional) 152 Teams	 Six Sigma Teams 22 Teams	 Self Directed Teams (Cross-Functional) 82 Teams
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Continuous Improvement

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Workshop

The Runaway show

- Make 4 teams
- Each team will select a member of the team that will be the model.
- The other participants will create a costume (disguise) from a Disney cartoon character.
- Time to finish the first audit. (4 minutes)

Conclusions:

- Doesn't matter who is in your team; always think in success.
- Doesn't matter you don't have all the tools needed, there is always a good way to solve the problem.
- Sometimes is good to think as a kid.
- We need to be ready for the change, we never know.
- New people = new ideas
- Never a team is better than other, there are different styles, and different conditions.

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Group norms

- **Group norms:-** are informal rules that a group adopts to regulate the behavior of group members.
- **Group Cohesiveness:-** Is the degree of attraction among a group members, or how tightly knit a group is.
- **Group Conformity:-**Is the degree to which group members accept and follow group norms.
- **Group Think:** Group members lose their ability to think as individuals and conform at the expense of their good judgment.

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