Enhancing and Assessing Teamwork through Open Access Student and Instructor Teamwork Guides

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Quality Enhancement Plan
Dilemma

Employers want teamwork

Faculty

Students dislike teamwork
Professional Learning Communities

Building Student Teams

When building student production teams based on skills, leadership, and diversity, another key factor emerges: intrinsic motivation.

1. Student Survey to determine skills/interests.
2. Teams are built to include roles for a producer, commentator, and editor.
3. After building teams, students are exposed to a variety of skills and other leadership, students are asked role that does not always align with survey results.
4. Students ultimately select their roles based on personal scheduling, desire to learn more on their own, and their unique skillset.
5. Students are asked to reflect on their own role, and project-related fraction outside of the classroom.

Skills, Diversity, Motivation

Identify skills and leadership
Build Teams
Students define roles

Student Perceptions of Team-Based Projects

Christy Spiro, PhD
University of Texas at Arlington

Introduction

Purpose:
To evaluate student perceptions of team-based learning in an online course

Research questions to be answered:
1. What is the student perception of what it means to be part of a team?
2. What perspective change in any way after students complete the team-based project in this course?

Methods

In the Collaborate UTA Quality Enhancement Plan, students answered an anonymous survey about their perceptions of team-based projects.

About the Project

As part of the project, students choose a topic of broad health care topics for research. They form a research question related to the topic, and answer the question by doing research using various sources. The findings are presented in an infographic, which students post as a discussion board to get feedback.

In part 2 of the project, students then create a brochure to design a health care system based on a real-world scenario (either designed or that of the students). Students use resources from the source, their own research, and an instructor-created worksheet template to design the system, provide justifications for their proposed policies, and ensure all that policies work together cohesively.

The final product is a video, usually a PowerPoint with slides. Students choose an area which healthcare system they would most like to live in.

Attitude about Team-Based Projects

Mean

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<thead>
<tr>
<th>Attitude about Team-Based Projects</th>
<th>Mean</th>
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<tbody>
<tr>
<td>At this point in the class, what is your attitude toward team-based projects in online courses?</td>
<td>72.1</td>
</tr>
<tr>
<td>Attitude is absolutely nose and both the most use image</td>
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<tr>
<td>At this point in the class, what is your attitude toward team-based projects in online courses?</td>
<td>52.9</td>
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<tr>
<td>Attitude is absolutely nose and both the most use image</td>
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Summary

Selected survey questions:

- Team members learn from one another.
- Team members learn from one another.
- I have always contributed meaningfully to team-based projects.
- There is almost always one or two team members who do not contribute meaningfully to team-based projects.
- The ability to collaborate well with my peers is necessary if I am to be successful in this course.
- In team-based projects, students who normally get good grades will get lower grades.
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- In team-based projects, students who normally get good grades will get lower grades.
- Students have a better attitude about team-based work in face-to-face courses than in online courses. About students do not like to rely on other people when it comes to face-to-face work, but they recognize the importance of team-based work for their careers.

Collaborate UTA

Quality Enhancement Plan

HealtH econoMicS projecT steps

Design a Health Care System
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WHAT ARE THE BENEFITS OF TEAMWORK?
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BEING A LEADER; BEING A FOLLOWER

- The Importance of Being a Follower
- How to Become a Good Team Leader
- Handling Conflict in Teams
The Importance of Being a Follower

As we have mentioned, effective teamwork has many benefits. However, most of the work in teams is done by followers, and thus followership is vital to developing a strong team. According to Hiew (2003), there are three sets of tips for being an effective follower and thus an effective team member:

**Followership as an interactive role**

As a team member and a follower, you’re encouraged to complement and support the leadership role. Followers are highly motivated to engage with their leaders to achieve organizational goals. In order to strengthen the team in a followership role, you’re encouraged to:

- **Demonstrate job-related knowledge and competence.**
- **Build collaborative and supportive relationships with colleagues and the leader.**
- **Support the leader in front of others.**

**Followership as an independent role**

Followership as an independent role reflects a trend for followers to act independently of their leaders as a leader substitute. When leadership substitutes exist, leaders can focus on other tasks that often go unattended, such as follower development, advocacy, and obtaining resources. Those who want to lead are well served by first acquiring the skills to follow. As a leader substitute, you should:

- **Influence the leader in a confident and unemotional manner to help the leader avoid costly mistakes.**
- **Show concern for performance as well as a supportive, friendly atmosphere.**
HANDLING CONFLICT IN TEAMS

We often need to express disagreement when working with our colleagues. How we express our disagreement is important. Here we offer some scientifically proven ways to express disagreement effectively.

USE POSITIVES TONES
Frame your disagreement in terms of potential areas of improvement, rather than critical comments.

LISTEN
Hear what others have to say about the issue and seriously consider others’ suggestions.

AVOID SAYING OTHERS ARE WRONG
Acknowledge the other person’s opinion before you disagree. You may use phrases such as:
“I see what you are saying but...”
“I understand where you are coming from but...”

TASK CONFLICTS VS. RELATIONSHIP CONFLICT
Engage in task conflicts that foster creativity and improve team performance, avoid engaging in relationship conflicts. In other words, focus on the task, don’t get personal.
Understanding Yourself as a Team Member

A team is made up of individual members with different strengths and skills. Look at the diagram and list below to see where you think you fit. The survey on the next page will also help you. Remember this is not designed to put you in a box, or define you, but to help you think a little more about how you might contribute most effectively to whichever team you may belong.

- **Linker** - Coordinates and integrates
- **Creator** - Initiates creative ideas
- **Promoter** - Champions ideas after they’re initiated
- **Producer** - Provides direction and follow-through
- **Adviser** - Encourages the search for more information
- **Assessor** - Offers insightful analysis of options
- **Organizer** - Provides structure
- **Controller** - Examines details and enforces rules
- **Maintainer** - Fights external battles
MARKETING YOUR TEAMWORK EXPERIENCE

- Importance of Teamwork Skills on a Resume
- Preparing for the Interview

TESTIMONIALS, REFLECTIONS, AND RESOURCES

- Testimonials from Employers
- Reflection and Survey
- Resources
- References
Finding the Right Example

Being able to articulate your specific teamwork skills and abilities through examples, both in person and on a resume, can give you an edge in the job market. You should support all of your workplace skills with distinct instances. Be concise, use action verbs, and if possible, use any results to illustrate your examples.

Led a school project team. Roles and responsibilities included:
- Ensuring all participants knew due dates to meet all deadlines and complete high-quality work. On average, project deliverables were turned in three days prior to the deadline.
- Preparing a collective calendar to help the team with scheduling.
- Preparing a Google Doc account to ensure everyone collaborated in an effective manner.
- Designing the template for the team presentation.

Member of a team as a student athlete

Participating on an athletic team and taking on coaching and mentoring roles with other team members to help them stay motivated and understand their value on the team.

Worked with six other teammates at a local restaurant. Responsibilities included:
- Preparing the shift schedules on a weekly basis to ensure work was evenly distributed among the team members.
- Checking inventory daily.
- Creating agendas for meetings and keeping time at meetings to ensure the team stayed on track.
The key to a successful interview is to prepare and practice how you will share your past experiences and examples. Your ability to now “tell your story” is critical to helping the employer assess you as the best candidate for the role. Some typical questions employers ask to focus on teamwork include, but are not limited to the following:

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<thead>
<tr>
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<th>Questions:</th>
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<tbody>
<tr>
<td>1</td>
<td>How would you define an effective team?</td>
</tr>
<tr>
<td>2</td>
<td>Tell me about a time you worked on a team, what did you enjoy or not enjoy and why?</td>
</tr>
<tr>
<td>3</td>
<td>What is the best part of working on a team and why?</td>
</tr>
<tr>
<td>4</td>
<td>What is the most challenging thing about working on a team and why?</td>
</tr>
<tr>
<td>5</td>
<td>Give me an example of the best team you were on a team. What went well, what did not go well?</td>
</tr>
<tr>
<td>6</td>
<td>Give me an example of when being on a team did not go well.</td>
</tr>
<tr>
<td>7</td>
<td>What happened and what did you learn?</td>
</tr>
<tr>
<td>8</td>
<td>Why is working on a team different than working autonomously?</td>
</tr>
<tr>
<td>9</td>
<td>What role do you typically take on a team?</td>
</tr>
<tr>
<td>10</td>
<td>What are the characteristics of an effective team?</td>
</tr>
<tr>
<td>11</td>
<td>Have you ever led a team? Did you enjoy that role? If yes, why?</td>
</tr>
<tr>
<td>12</td>
<td>What was the impact of working on a team on you and your career?</td>
</tr>
<tr>
<td>13</td>
<td>Give me an example where you had to help team members get through a conflict. What was your role?</td>
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Process to Date

1. Create advisory committee (stakeholders)
2. Initial survey of perceptions/needs
3. Draft version (text heavy)
4. Focus groups and peer feedback
5. Revision (visual, infographics, language)
6. Instructor guide draft and feedback
7. PDF and Pressbooks
8. Piloted in FYE, PLC, and other courses
Instructor Guide

- PAL-created lesson plans
- Faculty case studies
- Discussion prompts and exercises
Assessment

Objective
The purpose of this guide is to offer you some key insights into teamwork. Implementing these tips can make all of the difference in your ability to work together both in the classroom and in the workplace.

Student Learning Outcomes
After reading and participating in the activities in this guide you'll:
- Recognize what effective teamwork looks like.
- Understand how to practice effective teamwork.
- Value effective teamwork.
- Learn how to take your teamwork experiences in the classroom and in life and use them to your advantage to further your career.
- Understand your strengths and how they can impact a team.
- Gain some ideas on tools to help make teamwork more effective.
- Articulate what you've learned and reflect on what it means to be part of a team.

Why is teamwork so important?
1. Because it's an important life skill. Employers are looking for graduates who understand what effective teamwork looks like and how to work well with others. A survey of executives and hiring managers by Hart Research Associates (2018) for the American Association of Colleges and Universities shows that teamwork is one of the most desired skills by employers.
Assessment

- Pre- and Post-Survey
- Reflections
- Focus Groups
- Mixed Methods Research Project
https://uta.pressbooks.pub/teamworkstudent/#main

https://uta.pressbooks.pub/teamworkinstructorguide/