

Appendix: Assignment

MSD 105 Fall 2021 & Winter 2022 Revised Assignment Instructions

Read Week 9 ["Importance of Interpersonal Relationships in the Workplace".pdf](#) Consider the value interpersonal communication has in the workplace along with the various tips and concepts. This assignment is your chance to utilize the various communication skills and techniques from past chapters along with those addressed in this lesson. Here is a [student example](#).

To encourage your creative side, I am welcoming you to present your final assignment in a format you would enjoy creating. For instance, you can produce a PowerPoint slide show, or a video presentation, or you can choose to write an 800- word paper. Keep in mind, that your presentation must include all required elements of the assignment to receive full credit. Make sure to scroll to the bottom to find the assignment grading rubric. This will be the grading tool I will use in assessing your presentations. If you have any questions, please don't hesitate to ask!

Read the scenario:

As a fairly new team leader/supervisor, leading a team of 10 diverse (different ages, ethnic backgrounds, and gender) employees, you have been given the task by upper management to motivate your team in implementing a new work process.

Your team is feeling frustrated and unsure of your capabilities in leading them through this change. **As a result, the team is in conflict over how this change will impact them.** Your role is to reassure them to gain their trust, and lead them through conflict. Respond to the following questions:

1. Explain **5** interpersonal communication skills (one each from previous lessons and the text, *make sure to cite the lesson or specific text page*) along with 2 tips from lesson 9, you could use to unify your team, creating a positive team climate. **How would you use these skills? 20 pts.**
2. Which **leadership power(s)** (**in lesson 9**) would be the most effective in successfully managing this conflict during the implementation phase of the new work process, and **why? 10 pts**
3. What **strategies** (from **Chapter 12**), could you implement to effectively hinder a team member's defense-provoking behavior such as "superiority," "Certainty" "Strategy," and "Evaluation," toward other team members? **15 pts**
4. What **conflict resolution method** (refer to chapter 11), "The 7 Steps Method," "The Golden Rule" method, or the "P.O.I.C." method do you feel would work the best in resolving this conflict ensuring the team buys into the new work process? (*Describe in detail, each specific step you would take in implementing the method you chose.*) **20 pts**

Make sure to include:

1. Personal work examples and/or work case scenarios from other sources, in your answers. **5 pts**

2. Provide references (text Chapter & page, and the weekly lessons), for all skills and techniques you identified in your paper. **10 pts.**
3. Check grammar and spelling. **5 pts.**