

Appendix: Assignment

MSD 105 Fall 2019 and Winter 2020 Assignment

Read Week 9 ["Importance of Interpersonal Relationships in the Workplace."](#) 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.

Write a 3 page double-spaced paper, responding to the following.

Put yourself in the shoes of a newly hired team leader/supervisor, leading a team of 15 diverse employees, you have been given the task, by upper management, to implement a new work process targeted to improve customer retention. Respond to the following questions:

1. What **tips from lesson 9, including 5 specific communication skills addressed in the text**, would you use to grow interpersonal relationships between you and your team? **10 pts**
2. **What communication method**, would be the most effective in gaining your team's understanding of changing work process and why? **10 pts**
3. Which **leadership power(s)** would be the most effective in successfully managing team conflict or issues that may arise during implement phase, and why? **10 pts**
4. What **conflict resolution method(s)** (identified in the text and weekly lessons) would you use to resolve these conflicts or issues ensuring the team buys-in to the new work process? *(describe in detail, specific steps your would take in implementing your conflict resolution method)* **10 pts**

Make sure to include:

1. Personal work examples and/or work case scenarios from others 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.