

KOM1: THE WHATSAPP MISUNDERSTANDING

(5 MIN)

What could potentially be problematic about the whatsapp message that Luke has sent?

Why do Salima and Laura have such different reactions to Luke's message? What are potential explanations?

KOM2: SALIMA IS ANGRY AT LUKE

Consider the situation involving Salima and Luke and speculate about why Salima understood Luke's message the way she did.

(10 MIN)

[illegible]

KOM3: RESOLVING MISUNDERSTANDINGS

What could Laura and Luke do to resolve the misunderstanding? Take some time and come up with possible solutions. (10 MIN)

1	
2	
3	
4	
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6	
7	
8	

KOM4: LUKE'S CONVERSATION WITH SALIMA

Put yourself in Luke's shoes and open up a conversation with Salima to try and resolve the misunderstanding (10-15 MIN).

[illegible]

TW1: GOOD TEAMS

(2-3 MIN)

What characterizes good teams? In your own experience with teams/teamwork, what worked well, what did not work well?

1	
2	
3	
4	
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8	

TW2: FORMING, STORMING, NORMING, PERFORMING

(10 MIN.)

What **needs** might team members have in each stage?

What **activities** (e.g. what kind of meetings, what interventions and techniques, which types of discussions and agreements) could meet those needs in each stage?

FORMING	NEEDS
	ACTIVITIES
STORMING	NEEDS
	ACTIVITIES
NORMING	NEEDS
	ACTIVITIES
PERFORMING	NEEDS
	ACTIVITIES

TW3: TEAM ROLES

Which of the following roles do you usually take on in teams?

Explorer, Visionary	Organizer, Producer	Controller, Critic	Consultant, Facilitator
New possibilities, bigger context	Implementation, concrete steps	Review, test, user perspective, outcome	General support, conflict resolution

What are the strengths of your role?

What are the weaknesses of your role?

TW4: CHECKLIST FOR GOOD TEAMWORK

Create a checklist with aspects that you want to consider for your next teamwork situation:

THESE ASPECTS ARE IMPORTANT TO ME AND I WANT TO CONSIDER THEM IN FUTURE TEAMWORK SITUATIONS	✓