

Chapter 10 - Managing Teams

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| 1. informally agreed on standards that regulate teen behavior | A. De-norming |
| 2. the extent to which team members are attracted to a team and motivated to remain in it | B. forming |
| 3. the first stage of team development in which team members meet each other form initial impressions and begin to establish team norms | C. cross-training |
| 4. the second stage of development characterized by conflict and disagreement in whichteam members disagree over what the team should do and how it should do it | D. cohesiveness |
| 5. the 4th and final stage of team development, in which performance improves because the team has matured into an effective, fully functioning team | E. De-storming |
| 6. a reversal of the norming stage, in which team performance begins to decline as the size, scope common goal, or members of the team change | F. social loafing |
| 7. a reversal of the storming phase, in which the teams comfort level decreases, team cohesion weekends and angry emotions in conflict may flare | G. de-forming |
| 8. a reversal of the forming stage in which team members position themselves to control pieces of the team, avoid each other, an isolate themselves from team leaders from team leaders | H. norms |
| 9. Training team members to do all or most of the jobs performed by the other team members | I. virtual team |
| 10. behavior in which team members withhold their efforts and fail to perform their share of the work | J. norming |
| 11. a team composed of geographically dispersed coworkers who used telecommunication and IT to accomplish and organizational task | K. performing |