

## Chapter 9 Outline

What Is a Work Team?  
Work Teams vs. Work Groups  
Types of Work Teams  
Simple Work Team  
Relay Work Team  
Integrated Work Team  
Problem-Solving Work Team  
Building an Effective Team  
Mission  
Commitment  
Temperament  
Accountability  
Skills  
Stages of Team Development  
Forming  
Storming  
Norming  
Performing  
Adjourning  
The Supervisor as Team Leader  
The “No Power” Fallacy  
Supervisors as Role Models  
Interpersonal Skills  
“Keep Hope Alive”  
Special Work Team Concerns  
Social Loafing  
Teams that Never Jell  
The Future of Work Teams

## Competencies

1. Define a work team and distinguish work teams from work groups. (pp. 257–259)
2. Describe types of work teams and identify essential building blocks for an effective work team. (pp. 259–267)
3. Explain the stages of team development. (pp. 267–272)
4. Describe issues supervisors should be aware of as they assume the role of team leader. (pp. 272–277)
5. Summarize special work team concerns and discuss the future of work teams. (pp. 277–282)