# Course Title: C.2.1 Teamwork Skills & Business Etiquette

# Abstract:

This chapter focuses on work skills and rolls within a team, as well as business etiquette, all of which are needed for successful organization and implementation of international projects within companies. Students will be briefly introduced to different team roles that exist. Additionally, benefits and disadvantages of working in teams will be presented together with the differences between groups and teams. The creation of a team and team life cycle will be discussed together with how to manage and lead the teams in everyday operations. Students will learn about the characteristics of a good team member and the importance of task-facilitating and relationship-building roles in teamwork. Business etiquette will be introduced as a necessary and important skill for working with international partners. Students will learn how to prepare for the different occasions that can happen in international business, plus the different phases of doing business (phone, e-mail, meetings, etc.) During class, different examples will be presented which will help students in doing business internationally. A blended learning approach will be taken to encourage students self-learning from the beginning of the module. (Interactive exercises are in blue font, self-study in orange.)

# Learning Objectives:

# Learning Objective 1: Understand what is teamwork, which roles exist in teams, how to evaluate team members and use them in teams in accordance to their preferred team roles

# Learning Objective 2: Understand the need for teams, how to successfully build a team and go through team life cycle

# Learning Objective 3: Understand how to implement successful team management and leadership in everyday operations

# Learning Objective 4: Understand the need for and importance of business etiquette in today’s global economy, how to prepare him/herself before meeting international clients and during different business occasions.

# Assessment Method:

* Short Kahoot quizzes

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Session # | Session Content | Method(s) | Learning Objectives of Session | Material | Time (min) | Comments |
| 1 | **Teamwork skills**  | **85** | **2hrs self-study** |
| Kick-off discussion: What is a team and why do we need them? | Open brainstorming and discussion with class | Understand advantages and disadvantages of teamwork | PPT slides 1-7 | 10  |  |
| Team vs. groups  | Input (slides)Open brainstorming and discussion with class | Find difference between group and team and understand how to solve group thinking  | PPT slides 9-13 | 15  |  |
| Team life cycle | Input (slides) | Understand different phases of team life cycle | PPT slides 14-20 | 15  |  |
| Intro to the team roles | Input (slides) | Introduction to the different team roles (more details + exercise in C.2.1, session 3) | PPT slides 21 | 5 | Additional Reading:Swailes, S., & McIntyre-Bhatty, T. (2002). The “Belbin” team role inventory: reinterpreting reliability estimates. Journal of Managerial Psychology, 17(6), 529-536.(workload 2 hrs) |
| Managing and leading the team | Input (slides) | Understand what is needed for managing the team  | PPT slides 22-26 | 10  |  |
| Working in teams | Teamwork that helps teams bond and illustrates team process  | How to solve the problem in teams and come to the best solution | PPT slide 27Straw Tower building game (see separate instructions) | 20  |  |
| Summary | Input (slides) | Understand advantages and disadvantages of teamwork  | PPT slides 28-30 | 10  |  |
| 2 | **Business Etiquette**  | **115** | **Self-study: 2 hrs** |
| Kick-off discussion: What is business etiquette and do we need it? | Open brainstorming and discussion with class about readings | Understand the concept of business etiquette is and reflect on definition of etiquette | PPT slides 1-2 | 15  | Reading:Mukherjee, S., & Ramos-Salazar, L. (2014). " Excuse Us, Your Manners Are Missing!" The Role of Business Etiquette in Today's Era of Cross-Cultural Communication. TSM Business Review, 2(1), 18.(Workload 1 hrs) |
| Introduction to business etiquette | Lecture +Kahoot quiz | Find out about different customs in different countries  | PPT slide 3-9Kahoot quiz slide 9 | 20 | Let students do the quiz in class |
| Introduction to the different parts of business etiquette | Input (slides) | Understand the different rules and customs of business etiquette in different business occasions | PPT slides 10-36 | 50 |  |
| Summary – Important facts for successful global business | Input (slides) | Understand importance of business etiquette for success in global business and work in cross-cultural teams | PPT slides 37-42 | 15 | Reading: Lázár, T. (2017). Some sources of misunderstandings in intercultural business communication. International Journal of Engineering and Management Sciences (IJEMS), 2(3), 91-101.(Workload 1hr) |
| Summary Quiz | Kahoot quiz | Learn about different customs/rules in business in varying countries | PPT slide 43 Kahoot quiz | 15  |  |

# References:

Andrews, J. & Higson, H. (2008). Graduate Employability, ‘Soft Skills’ Versus ‘Hard’ Business Knowledge: A European Study*. Higher Education in Europe Journal 33, 4.* Retrieved from<http://dx.doi.org/10.1080/03797720802522627>

Belbin, R. M. (2010). Management Teams: Why They Succeed Or Fail. Routledge, USA.

Ivan, P. (2011). The roles played by the team members in the human resources performing management, The Annals of The "Ştefancel Mare" University of Suceava. *Fascicle of The Faculty of Economics and Public Administration, Vol. 10.* Retrieved from <https://www.researchgate.net/publication/227576339_THE_ROLES_PLAYED_BY_THE_TEAM_MEMBERS_IN_THE_HUMAN_RESOURCES_PERFORMING_MANAGEMENT>

Whetten, D.A. & K.S. Cameron. (2007). Developing Management Skills, Pearson Prentice Hall.

Montier, J. (2010). The Little Book of Behavioral Investing: How Not to Be Your Own Worst Enemy, John Wiley & Sons.

Maxwell, J.C. (2001). The 17 Indisputable Laws of Teamwork, Thomas Nelson.

Williams, C. (n.d.). Managing teams. B-Books, Ltd. Retrieved from http://occonline.occ.cccd.edu/online/scatlin/MGMT3\_PPT\_CH10\_slides.pdf

Lazar. (2017). Some Sources of Misunderstandings in Intercultural Business Communication*. International Journal of Engineering and Management Sciences (IJEMS), 2,3*. DOI: 10.21791/IJEMS.2017.3.9.

Mukherjee, S. & Ramos-Salazar, L. (2014). “Excuse Us, Your Manners Are Missing!” The Role of Business Etiquette in Today’s Era of Cross- Cultural Communication. Retrieved from <http://www.aismar.net/UploadLinkPageimages/TBRV2N1June2014.pdf#page=27>

Swierkocki, J. (2016). Practical Aspects in Doing International Business. University Lod: Poland, Chapter 1.

About Kahoot

The professor should sign up for a Kahoot account beforehand and get used to the tool. Also, before class ask the students to download the app to their smartphones. For instructions and help see this link: <https://kahoot.com/help/>

The professor starts Kahoot and creates (automatically) access code for students. The students should input this code into their phones so they can access the quiz. The professor can take time after each question to discuss the correct answer with the students.

Kahoot Quiz #1: Introduction to Business Etiquette, questions:

Link to Quiz: <https://play.kahoot.it/#/k/aead398e-b422-4ccd-b90d-2557b5ea2889>

* In which country is it not expected that you bring a gift to a business meeting?
* Great Britain, tapping your nose indicates that something is:
* When treating a client to a business meal in Norway, the most appropriate tip would be:
* What does this gesture mean?
* ITALY if you have lunch with a client you must not talk about business
* GREECE a business lunch will be a short affair, no longer than 45 minutes
* SPAIN never try and share a table at a restaurant or club with someone you don't know
* HUNGARY when travelling alone in a taxi it is usual to sit at the front with the taxi
* BRITAIN it is fairly normal to have breakfast meetings
* GERMANY it is very common for colleagues to go out together for a drink after
* SCANDINAVIA employees rarely work extra hours and don't take work home with them
* FRANCE if you are invited to dinner it is customary to bring a bottle of wine as a contribution

Kahoot Quizz #2 - Business etiquette - questions

Link to Quiz is <https://play.kahoot.it/#/k/551bd139-5232-480d-957f-4974e0360489>

* What is business etiquette?
* Which of these has its own unique culture?
* You pass a co-worker in the hallway and he asks, “How are you?”. You respond by
* A co-worker comes to your office to introduce you to a friend of his. You
* You have a meeting at 10:00 and now is 10:05. You want to be sure person knows you’re
* After a meeting with a contact, in order to express your thanks, it is appropriate to
* When meeting a contact of the opposite sex, man should wait for the woman to initiate handshake
* When breaking the ice at the beginning of a meeting it is OK to talk about weather and traffic
* When corresponding with a business contact by email you should
* The doors in German offices are often kept.
* In France, interrupting someone is usually considered
* When you are working with a client, your phone should...?
* Good business etiquette skills will help you convey your \_\_\_\_\_\_\_\_?
* Proper business etiquette includes: