Solutions to Chapter 4 Checkpoint Questions

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1. What are the two types of teams?
   Answer: Formal and informal.
2. What are the four steps of team development?
   Answer: Getting to know each other, learning to work together, working together, and being successful.
3. List five roles that individual team members may play.
   Answer: Facilitator, recorder, timekeeper, encourager, and skeptic.

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1. When should a meeting not be held?
   Answer: A meeting should not be held for a topic that could be handled through e-mail or other communication.
2. What are parliamentary procedures?
   Answer: Parliamentary procedures are rules for conducting a meeting, where the majority rules, but the minority is respected.

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1. What do successful teams know about well-written messages?
   Answer: Successful teams know that well-written messages reflect competence and professionalism for the team as well as the individual contributors.
2. What positive messages can nonverbal communication send?
   Answer: Nonverbal communication can send positive signals, such as agreement or interest.

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1. What is leadership?
   Answer: Leadership is the ability to motivate or guide others.
2. List the three styles of leadership.
   Answer: Laissez-faire, democratic (or participatory), and autocratic.
3. What are four characteristics of a good leader?
   Answer: A good leader is a good communicator, is trusted, takes risks, and leads by example.
1. How does a good leader help the team overcome communication barriers
   
   *Answer:* Good leaders help the team overcome communication barriers by guiding the processes and procedures for working together.

2. Why is it important to assign roles to each team member?
   
   *Answer:* By assigning roles and responsibilities, the end solution can be approached in an orderly way. When each team member knows his or her role, communication barriers are less likely to occur.