



BUSINESS MANAGEMENT
 LAP 14.2—Chapter 14.2
 Understanding Work Groups
 Managing Formal Groups

Name _____
 Period _____
 Date Started _____
 Date Completed _____

DoDEA Standards

- ◆PT1i Apply trouble shooting techniques and processes
- ◆PT3c Incorporate appropriate leadership and supervision techniques, customer-service strategies, and standards of personal ethics to communicate effectively.
- ◆PT4b Evaluate information critically and completely.
- ◆PT4c Use information accurately and creatively.

Objectives

- ◆ Explain the difference between formal and informal work groups.
- ◆ Discuss group norms, group cohesiveness, and group conformity.
- ◆ Understand why individuals conform to group norms.
- ◆ Recognize the importance of work groups to an organization.
- ◆ Suggest ways to build effective work groups.

Resource Text: Business Management
 Student Workbook and materials for above
 Chapter 14, Understanding Work Groups (14.2—Managing Formal Groups)

Time Frame 5 hours

Introduction

In Chapter 14, Part 14.2, you will learn the importance of formal work groups, how managers can influence group cohesiveness and conformity, methods of encouraging teamwork in formal groups, and the characteristics of successful group leaders.

Assignments

Where appropriate and possible, written answers must be in complete sentences and keyed. Turn in completed activities as directed by instructor.

_____ Text: Read Section 14.2, pages 330-337, Managing Formal Groups.

_____ Text: Section 14.2 Assessment, p. 337. Key answers to critical thinking questions and the case analysis.

_____ Workbook: Complete Chapter 14 Review, pages 203-205 and 211-212.

_____ Internet Extension (Quality Circles) pages 47-48: Reminder: All DoDEA and School Internet Contract Rules apply to all assignments done on the Internet. Complete all questions.

_____ Text: Chapter 14 Assessment, p. 339, Applying Management Principles. Prepare a short essay as directed. You will not be presenting to a group.

_____ Internet Text Activity: BusinessWeek Online, page 339. Complete as directed. Find one article as mentioned but prepare only a brief summary of it making sure you reference the article, date, and exact title. (You will not be presenting to the class).

_____ Workbook: Complete Chapter 14 Powerpoint Application, pages 216-218. Follow directions carefully and fill in your interpretation of your results and conclusions.

_____ Workbook: Chapter 14 Self-Assessment: Using the text, complete self-assessment, pages 213-215.

_____ **See the instructor for the Chapter 14 Test.**

Self Assessment - "I/I can . . . "

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- _____ Suggest ways to build effective work groups.