

Chapter 10 Interpersonal Skills

Section 10.2 Leadership and Teamwork

Review Key Concepts

1. Teamwork is done by a group of people who work together to achieve a common goal. It is becoming increasingly important in the business world as more businesses move to horizontally integrated organizations.
2. Personal strengths and interpersonal skills needed by a good leader include self-confidence, initiative, creativity, the ability to motivate team members, conflict resolution skills, problem solving, social judgment, and communication skills.
3. Personal traits and interpersonal skills required by a good team member include: making the team's goals top priority, listening, building positive group dynamics, communicating, following up, working to resolve conflicts, respecting team members, and trying to inspire others to become involved.

Practice Academics

English Language Arts

4. Research will vary but may include examples such as marketing teams, firefighters, police officers, software development teams, pit crews, flight crews, boat crews, and so on. Students may suggest that the examples may be applied in the classroom by assigning different classroom tasks to different class members so that all tasks are covered. They might also suggest that teamwork can be applied to interactive group work in the classroom.

Mathematics

5. \$67.50 ($\$4.50 \times 15 = \67.50)