

Team problem solving

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Résumé ou extrait : Problem solving in three-member teams was examined as a function of the leader's proficiency, full versus restricted communication, and overlapping versus separate coworkers' functions. Teams with highly proficient leaders solved problems more quickly and with fewer errors than teams with leaders of low proficiency even though only the coworkers, not the leaders, could take direct steps to solve the problems. Full communication resulted in fewer errors than restricted communication and led to greater satisfaction with team performance. Although the communication manipulation had no overall effect on solution time, when coworkers had separate functions full communication reduced solution time. These findings suggest that leader proficiency and communication are important variables which should be considered to optimize team problem solving effectiveness. Key words include: Group problem solving, team performance, leadership, communication, command and control

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