What INTEG 210 students said about...

the need for Psychological Safety

- the confidence to be able to speak one's mind without fear of judgment
- the ability to accept each others' differences *and* challenge one another

the role of Conflict

- conflict can be positive / useful (productive disagreement)
- knowing your own (and others') conflict style is helpful

> "If we are all in agreement on the decision - then I propose we postpone further discussion of this matter until our next meeting to give ourselves time to develop disagreement and perhaps gain some understanding of what the decision is all about."
> – Alfred P. Sloan

the usefulness of Team Charters

- important for getting to know each other
- team charters establish and document accountability
- tools such as conflict styles are helpful for understanding others' approaches

the nature of Group Work

- many things you'd assume to be associated with group success – *being friends, being in the same program* – aren't. Other things – which you can control – *are* (e.g. believing diversity can be beneficial)
- buy-in is very high when individual and group goals are aligned

> "Before this class, I thought collaboration was just: *any one person can do this, but we're going to have four of you do it.*"
> – student in INTEG 210

the benefit of Diversity

- bringing multiple, different perspectives to a problem is valuable ...
- ... but *only* if you believe that diversity can be beneficial

the value of Collaborative Training / Practice / Concepts

- students are usually thrown into groups & expected to figure it out, which is not effective
- students benefit from deliberate practice with collaborative tools (e.g. *brainstorming techniques, design thinking*), check-ins (e.g. *rose, bud, and thorn* or *personal temperature*) and reflection (*what went well and why, what could be better and how*)
- having names for things (e.g. *psychological safety, conflict styles*) helps with identifying, analysing, and dealing with those things