

THE POLITICS AND ECONOMICS OF ACCOUNTING FOR GOODWILL AT CISCO SYSTEMS (B)

TEAM 10

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DIAGNOSIS

Teamwork Processes and Communication

- Storming stage
- Lack of communication
- Inter-group and relationship conflict

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Leadership

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SOLUTION

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Teamwork Processes and Communications

- Build across perfect
- Build across perfect
- Build across perfect
- Build across perfect
- Build across perfect
- Build across perfect

Leadership

Decision Making

ACTION PLAN

Teamwork Process and Communication

- High intergroup conflict
- High intergroup conflict
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- High intergroup conflict

Leadership: Decision Making

- High intergroup conflict
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Leadership: Negotiation and Conflict Resolution

- High intergroup conflict
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EVALUATION

- Employee survey
- Track number of disagreements

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Teamwork Processes and Communication

- Build trust and respect
- Establish clear communication channels
- Encourage open dialogue
- Establish a common purpose
- Recognize and reward positive behaviors
- Provide feedback and coaching
- Monitor and adjust as needed

Leadership

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ACTION PLAN

Teamwork Processes and Communication

- Regular communication and a shared vision
- Establish clear communication channels
- Encourage open dialogue
- Establish a common purpose
- Recognize and reward positive behaviors
- Provide feedback and coaching
- Monitor and adjust as needed

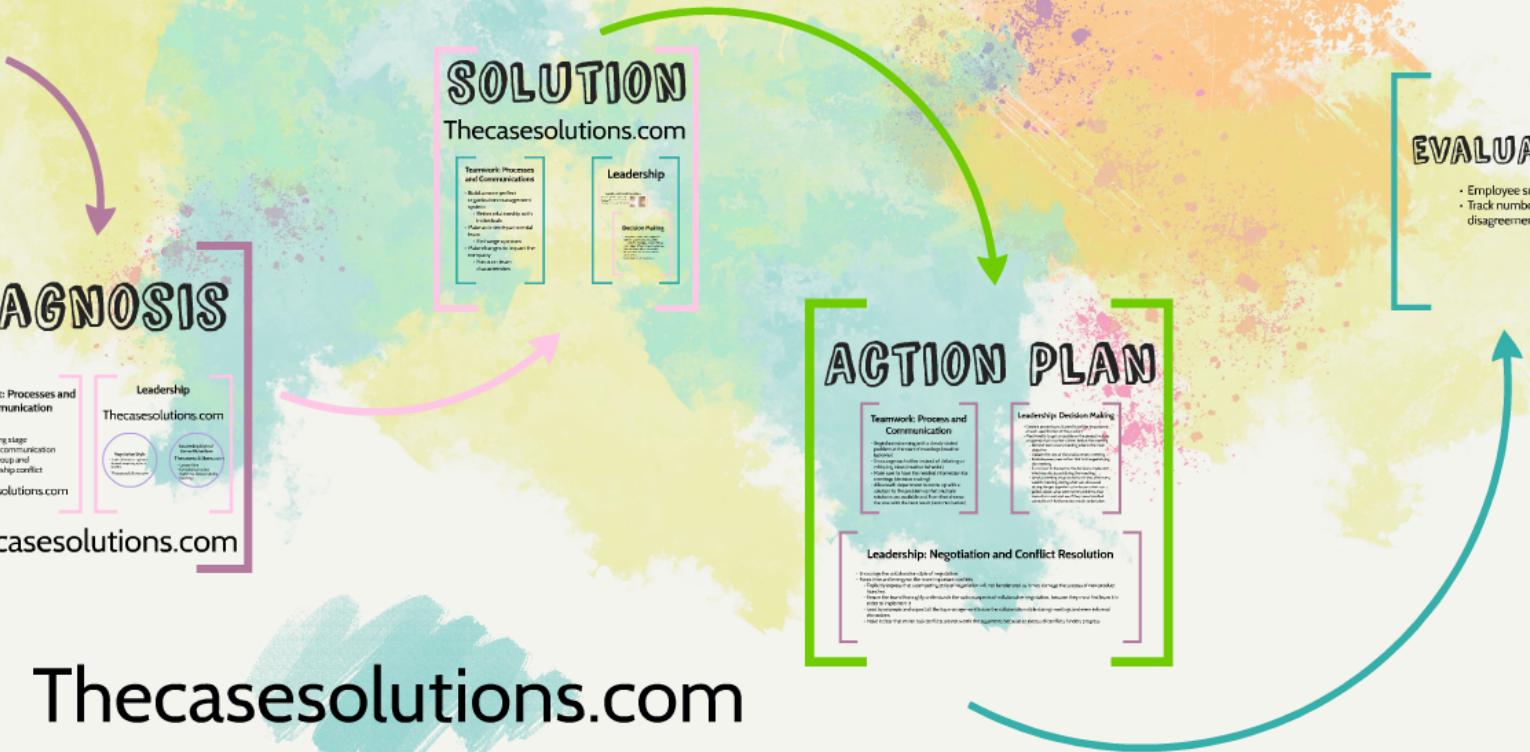
Leadership: Negotiation and Conflict Resolution

- Recognize the full benefits of negotiation
- Apply the strategies for the most appropriate situation
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Negotiation Style

- Leadership and management showed competing styles of conflict

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Leadership Style of Emma Richardson

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- Laissez-faire
- Consults teams but makes no decision during meetings

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- Laissez-faire
- Consults teams but makes no decision during meetings

SOLUTION

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Teamwork: Processes and Communications

- Build a more perfect organization management system
 - Better relationship with individuals
- Make an interdepartmental team
 - Exchange opinions
- Make changes to impact the company
 - Focus on team characteristics

Leadership

Negotiation and Conflict Resolution

- Adopt a collaborative negotiation style
- Integrate high assertiveness with high cooperation
- Encourage the heads of each department



Decision Making

- Implement some of the approaches listed in Cezar Vasilescu's article
 - *Effective Strategic Decision Making*
- Think about different types of outcomes that can be a result of each action
- Do pros and cons list and evaluate those actions
- Learn from others' experiences