



# Team work and collaboration success

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## 5 day design sprint by GV

- On Monday, you'll map out the problem and pick an important place to focus.
- On Tuesday, you'll sketch competing solutions on paper.
- On Wednesday, you'll make difficult decisions and turn your ideas into a testable hypothesis.
- On Thursday, you'll hammer out a high-fidelity prototype.
- And on Friday, you'll test it with real live humans.
- <http://www.gv.com/sprint/>

# Design sprint participants

- Consultant: service designers, solution architects
- Client representatives
- The resulting prototype is basis for a development projects
- Design thinking & solving business problems & adding value to the client
- <https://www.fastcodesign.com/1672887/how-to-conduct-your-own-google-design-sprint>

# Collaboration in design process

- A good group process is a key to success and satisfaction
  - mutual respect for professional competence
  - trust
  - ability to deal with conflicting views
- Idea generation individually, working on ideas in a team
- Mutual learning from other team members

# Group processes affecting collaboration

- Groups perform better when their members feel accepted and comfortable in the group.
- Transformational leadership improves group cohesion
  - the leader takes a visionary position and inspires people to follow.
- Certain diversity factors influence the success:
  - interpersonal attraction,
  - characteristics of group members such as openness to experience.
- Group performance is also affected by task related factors and motivations

# Group processes - problems

- Factors related to production loss in groups
  - social loafing,
  - evaluation apprehension, criticism
  - production blocking, and
  - downward comparison.
- Conflict avoidant and non-interfering behavior leads to compromise solutions
- Group members should be held accountable for their individual contributions to the group: incentives, competition
- Avoid failure by creating a shared vision of the task and goals and common set of values

# Enhance creativity in team work

- Regular breaks, why?
  - moving around (blood circulation, spatial coordination)
  - keeping alertness high
- Good spirit
  - laughing improves memorizing and relaxation
- Diversity: different viewpoints

# Developers vs. designers

- Teams
  - Developers
  - Service designers
  - Solution architects
- Agile processes
- Teams work in the same space
- Teams have to collaborate and share a vision
- Aim to solve client business problems



# Process for the week

- Morning: introduction to the process and current edge technologies
- Teams work in two classrooms with whiteboards, papers, stickers (and also laptops)
- Work is documented on Team drive
- Team can develop one or a couple of ideas
- The prototypes can be used for startup ideas later
- Team work vs. individual work: brainstorming in teams is not part of this process

# Roles in teams

- Facilitator: initializes new steps, takes notes, makes sure time table is followed, moves forward
- Decider: represents company leaders, makes critical decisions
- Log keeper: makes sure materials are saved on the team drive