

What Are Team Dynamics and Conflict Resolution?

Worksheet

Team dynamics are the patterns of interaction within a group; conflict resolution is the process of addressing disagreements constructively. Together, they enable high-performing teams that turn friction into growth.

Questions

1. Which is a sign of constructive conflict?

- A) Hidden resentment and passive-aggressive behaviour
- B) Focus on the issue, not the person
- C) People withdrawing from the group
- D) Avoiding any disagreement

2. What is psychological safety in teams?

- A) Absence of any risk or failure
- B) Belief you won't be punished or humiliated for speaking up
- C) Agreement on every decision
- D) No conflicts ever occurring

3. Which conflict resolution approach aims for mutual satisfaction?

- A) Avoiding
- B) Competing
- C) Collaborating
- D) Accommodating

4. True or False: In high-performing teams, conflict is eliminated completely.

- A) True
- B) False

5. Two developers disagree on code design. How should they resolve this?

6. A team member feels excluded from decisions. What's the root and solution?

7. Workload imbalance is causing resentment. How to fix it?

8. Define: What is team dynamics?

9. Define: Why is conflict in teams sometimes healthy?

10. Define: What's the difference between task and relationship conflict?

Answer Key

1. B) Focus on the issue, not the person - Constructive conflict separates people from problems, keeps dialogue open, and aims for mutual gain.
2. B) Belief you won't be punished or humiliated for speaking up - Psychological safety is the confidence to voice ideas, questions, and concerns without fear of negative social consequences.
3. C) Collaborating - Collaborating seeks to understand both sides and find solutions that satisfy everyone-the most durable approach.
4. B) False - False. High-performing teams have conflict but manage it well-they turn disagreements into opportunities for learning.
5. 1. Pause: Cool down emotions, separate people from the problem. 2. Understand: Listen to each perspective without judgment. 3. Focus: Discuss design merits, not personal criticism. 4. Decide: Test both approaches or find a hybrid solution. 5. Learn: Document the decision and why it matters.
6. 1. Investigate: Ask privately why they feel excluded. 2. Diagnose: Is it poor communication, unconscious bias, or unclear roles? 3. Address: Ensure transparent processes and involve them meaningfully. 4. Follow up: Check that the person feels valued going forward.
7. 1. Assess: Measure actual workload distribution objectively. 2. Discuss: Bring team together to acknowledge the imbalance. 3. Redistribute: Adjust tasks based on capacity and skills. 4. Prevent: Set clearer expectations and regular check-ins.
8. The patterns of interaction, communication, and collaboration within a group-shaped by roles, norms, and relationships.
9. Constructive conflict surfaces different viewpoints, sparks creativity, and leads to better decisions than groupthink.
10. Task conflict: disagreement over work ideas. Relationship conflict: personal tension or disrespect-more destructive.

Bounlu

All cards, step-by-step solutions and an AI tutor are in the Notek app.
Promy turns exam dates into automatic reminders.