

4.5: Chapter Summary

Chapter Summary

- Part of our ability to be successful at work depends on our ability to work in groups.
- A primary group is one that meets most, if not all, of your needs.
- Secondary groups may meet some, but not all, of your needs. Secondary groups are normally those found in the workplace, while our family and friends might be considered a primary group.
- A group consists of at least three people.
- Group lifecycle patterns refer to the process or stages of group development.
- There are five stages to the group development process, which include forming, norming, storming, performing, and adjourning.
- Within each of the stages, group members have a variety of roles, which include potential member, new member, full member, divergent member, marginal member, and an ex-member.
- You can take on a variety of roles when working with a group. These roles can be positive or negative and rely on your emotional intelligence skills to make sure they are positive.
- Meetings require planning, choice of appropriate technology, and understanding of organizational communication.
- Groups have norms, which can change over time.
- There are a number of negative and positive roles that group members can play within a group to enhance the success of the meeting. Meetings require planning, appropriate conduction of the meeting, and choice of appropriate technology to enhance its success.

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