

## CHAPTER OVERVIEW

### 10: Understanding and Managing Work Teams



**Exhibit 10.1** (Credit: MabelAmber/ Pixabay/ (CC BY 0))

#### Learning Outcomes

**After reading this chapter, you should be able to answer these questions:**

1. What is the benefit of working in teams, and what makes teams effective?
2. How do teams develop over time?
3. What are some key considerations in managing teams?
4. What are the benefits of conflict for a team?
5. How does team diversity enhance decision-making and problem-solving?
6. What are some challenges and best practices for managing and working with multicultural teams?

[10.1: Teamwork in the Workplace](#)

[10.2: Team Development Over Time](#)

[10.3: Things to Consider When Managing Teams](#)

[10.4: Opportunities and Challenges to Team Building](#)

[10.5: Team Diversity](#)

[10.6: Multicultural Teams](#)

[10.7: Glossary](#)

[10.8: Summary of Learning Outcomes](#)

[10.9: Chapter Review Questions](#)

[10.10: Management Skills Application Exercises](#)

[10.11: Managerial Decision Exercises](#)

[10.12: Critical Thinking Case](#)

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