

CHAPTER 6



Groups and teams: formation and structure

LEARNING OBJECTIVES

After studying this chapter and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study, you should be able to:

- Outline the concept of a group as distinct from a team or a collection of individuals.
- Understand the differences between formal and informal groups.
- Describe the Hawthorne Studies and their significance in understanding the nature of groups.
- Discuss the nature and value of role theory together with its relevance to the structure of groups and teams.
- Explain group development processes and how they might impact on group performance.

