**Solving Conflicts with Trust and Transparency**

**Teamwork, conflict, roles, resolution, trust, transparency**

Description: In this video from TrainingABC Company, Walter is experiencing problems with his team members. Each team member is concerned about his or her own problems and responsibilities. Walter is frustrated to see that although the team had previously agreed on a type of software, there are now questions about its relevancy. At first Walter wants to quit the team, but advice from a co-worker convinces him otherwise. He realizes that he should demonstrate to others that he trusts them so they will in turn trust him. Walter decides to approach the team member in charge of the budget and uses transparency to demonstrate how the software she thinks is “too expensive” is actually the right solution.

Please share your thoughts on the following issues as you watch a clip from a video from TrainingABC Company. In the video, Walter is experiencing problems with his team members. Each team member is concerned about his or her own problems and responsibilities. Walter decides to approach the team member in charge of the budget and use transparency to demonstrate how the software she thinks is “too expensive” is actually the right solution. *Use with:* [*https://www.youtube.com/watch?v=Har-Y7IZ7UY*](https://www.youtube.com/watch?v=Har-Y7IZ7UY)

1. Why isn’t the team functioning correctly? How is the leader struggling to hold the team together?
2. What type of team is this likely to be? Explain your answer.
3. At what stage of team development is this team currently in? What stage is Walter trying to get the team to go toward?
4. Why is it important that each member has his or her own defined role on the team?
5. How does Walter slowly begin to emerge as a team leader?
6. What conflict resolution style does Walter want to assume after the meeting adjourns? What conflict resolution style does he later assume?
7. How does Walter use trust and transparency to try and secure a win-win solution?