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CONTEMPORARY CHALLENGES : MAKING A DIFFERENCE (IUBA4000)

**TITLE: THE SIGNIFICANCE OF THE GLOBAL TEAM IN EFFECTIVE PROBLEM -
SOLVING**

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TABLE OF CONTENT

Section 1 - Image / Slide	Page 3-4
Section 2 - Discussion	Page 5-7
Section 3 - Reflection	Page 8-10
References	Page 11- 12

Section 1 : Image / Slide from the 2- minutes presentation

The Role of Diplomacy in Global Teams

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Definition

Diplomacy is the practice of managing international relations and negotiating agreements between nations through dialogue, compromise, and strategic communication. It involves representing and advocating for a country's interests while working to maintain peace, resolve conflicts, and foster cooperation on global issues. Diplomacy often employs skilled negotiators and diplomats who use tact and understanding to build and sustain positive relationships between states and other international actors.



Importance of Diplomacy

• Conflict Management:

- Addresses and resolves disagreements effectively.
- Prevents conflicts from escalating into more serious disputes.
- Promotes peaceful resolutions and stable international relations.

• Persuasion:

- Uses reasoned arguments to influence others.
- Builds consensus and advocates for a country's interests.
- Engages in constructive discussions to find common ground.

• Negotiation:

- Facilitates finding mutually acceptable solutions among diverse stakeholders.
- Balances competing interests and addresses concerns.
- Makes compromises to achieve beneficial agreements for all parties involved

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Strategies for Effective Diplomacy

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Active Listening:

- Understands different perspectives and viewpoints.
- Addresses issues more effectively by acknowledging concerns.
- Builds rapport and trust with other parties.

Cultural Sensitivity:

- Respects and appreciates cultural differences.
- Avoids cultural misunderstandings and fosters mutual respect.
- Facilitates smoother interactions and more effective negotiations.

Clear Communication:

- Ensures messages are conveyed and received accurately.
- Avoids ambiguity to prevent misunderstandings.
- Promotes transparency and ensures all parties are on the same page.



Enhancing Collaboration in Global Teams

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Definition

Collaboration:

Working together with others to achieve shared goals, combining diverse skills and knowledge.



Important

- **Open Communication:** Encourages transparency and ensures that all team members are informed and engaged.
- **Mutual Respect:** Values and incorporates diverse perspectives and expertise.
- **Shared Goals:** Aligns individual objectives with the overall team objectives to achieve cohesion and efficiency.



Strategies for Effective Collaboration

- **Build Trust:** Create a reliable environment where team members feel comfortable sharing ideas and feedback.
- **Encourage Participation:** Actively involve all team members to leverage their unique strengths.
- **Resolve Conflicts Constructively:** Address issues promptly and work towards collaborative solutions.

Section 2: Discussion

Introduction

The group presentation examined “The significance of the global team in effective problem-solving,” covering aspects like a definition of a wicked problem, design thinking, decision-making models that were relevant, and emotion intelligence. The subject that was assigned to me was ‘Diplomacy and Collaboration’, an essential factor when it comes to interaction and achievement in international organizations. This part describes how the segment under discussion contributes to the rest of the presentation, how it connects to other team members’ findings, and what conclusions can be made about the whole group based on it.

Main Body

Our team was composed of six members, each responsible for a distinct aspect of the presentation:

1. **Wicked Problems (Harshini A/P Janasingam)**
 - **Description:** Harshini’s segment focused on the nature of wicked problems, which are complex and often resistant to straightforward solutions. This topic laid the groundwork for understanding why effective problem-solving strategies are essential, emphasizing the need for adaptive and comprehensive approaches.
2. **Design Thinking (Fathathul Jannah Binti Abdul Hameed)**
 - **Description:** Jannah introduced design thinking as a structured methodology that fosters innovation through empathy and iterative testing. This approach is instrumental in addressing wicked problems by enabling a deep understanding of user needs and iterative refinement of solutions.
3. **Decision-Making Frameworks and Techniques (Alisha Natasha Binti Rahzalee)**
 - **Description:** Alisha provided insights into various decision-making frameworks and techniques that help in systematically analyzing and making informed decisions. This segment highlighted the importance of structured approaches in navigating complex issues and choosing effective solutions.
4. **Emotional Intelligence in Conflict Management (Thidar Kyaw)**
 - **Description:** Thidar’s focus was on the role of emotional intelligence in managing team relationships and resolving conflicts. By understanding and managing emotions, team members can better handle interpersonal challenges, which is crucial for maintaining a collaborative environment.
5. **Diplomacy and Collaboration (Siti Syaheera Sofea Binti Mohd Salleh)**
 - **Description:** My segment emphasized the importance of diplomacy and collaboration in global teams. I discussed how effective communication, negotiation, and cooperative strategies are essential for managing team dynamics and achieving successful outcomes.

6. Interdisciplinary Thinking and Ethics (Nurul Shasha Aliya Binti Sazrul)

- **Description:** Shasha concluded the presentation by addressing interdisciplinary thinking and ethical considerations. This segment highlighted the necessity of integrating diverse perspectives and adhering to ethical standards to develop comprehensive solutions.

Summary of My 2-Minute Content

As my part, I discussed about the importance of diplomacy in collaboration in order to improve the problem solving in global teams. I supplemented my knowledge about the principles of diplomacy acting in conflicts, usage of power of words, and negotiations. Furthermore, I shared some idea about how to work with a team; they should be encouraged to communicate freely, respect one another and be part of the project objectives.

Integration with Other Team Members' Ideas

Diplomacy and collaboration are integral to implementing the strategies discussed by other team members. For instance, Harshini's discussion on wicked problems highlighted the need for diplomatic skills to handle complex, multi-faceted challenges. Jannah's design thinking approach benefits from collaborative efforts that incorporate diverse perspectives, which are facilitated by effective diplomacy. Alisha's decision-making frameworks are supported by negotiation and communication skills central to my segment. Thidar's insights on emotional intelligence complement diplomatic strategies by addressing interpersonal dynamics constructively. Shasha's focus on interdisciplinary thinking is enhanced by collaboration, leveraging a variety of expertise to develop well-rounded solutions.

Contribution to Overall Conclusions

In my segment, I highlighted that in order to have efficient problem solving in the global teams, it is not enough to focus solely on the analysis. It requires great interpersonal skills hence the need for greater diplomacy and cooperation. By making the above aspects conspicuous, I emphasized on establishing trust, communication with no barriers and bargaining on a successful relationship and result. It assisted the authors in bringing together theory and practice and in showing that problem solving skill set requires as much technical know-how as it does people skills.

Conclusion

In conclusion, focusing on the diplomatic view on the cooperation and the purpose of such work, I managed to progress the move towards integration of the theoretical level with practice. But more than that it provided a clear understanding of the roles and importance of communication, bargaining, and integrative processes that are crucial for solving problems in managers of the

international teams. From these contributions I was able to actively contribute to creating a big-picture understanding of the matter, and enforced that interpersonal skills are relevant when discussing teamwork.

Section 3: Reflection

Introduction

The group presentation assignment focused on “The significance of the global team in effective problem-solving” where the topic I focused on were “Diplomacy and Collaboration”. This reflection uses Gibbs’ cycle to analyze my personal contribution with insight into my thought process and actions throughout the project and how I employed critical thinking, influencing, conflict resolution, and decision making skills.

Description

Gibbs’ reflective cycle consists of six stages: Description, Feelings, Evaluation, Analysis, Conclusion, and Action Plan. This framework will guide the reflection on my contributions and experiences in the group task, providing a structured approach to assess the effectiveness of my involvement and the overall group dynamics.

Feelings

When I was choose to manage diplomacy and collaboration, the first feeling I had was excitement and apprehensiveness at the same time. Even though I was eager to contribute to the group’s success, some doubts arose as to where my segment would intersect with the rest of the presentation. It was good being in a team with different people. Some of the activities one could enjoy doing were so hard to pursue, while on the other hand, some of the activities one could consider difficult were so much fun. It was fascinating how the opinions and the working patterns can be different and can lead to many conflicts on the one hand, yet on the other many learning opportunities on the other. This process can be enriching and demanding at the same time because it entails considering different points of view and coming to some agreement as to what should be done in a given case.

Evaluation

The group activity was generally successful. The topics were assigned to different team members which proved to be very useful in coming up with a balanced presentation. However, co-ordinating the individual segments was a challenge; My emphasis on diplomacy and collaboration was appreciated most of all since it streamlined the interpersonal aspects that are imperative for performance management. However, achieving document alignment was an iterative process of content negotiation to achieve cohesion. Some issues raised were how to transition from one segment to another avoiding over lap or under provision of material.

Analysis

The aspect of critical thinking came in handy in the process of producing this segment on diplomacy and collaboration so as not to conflict with other topics. I had to think about how my lesson on negotiation and communication as well as cooperative strategies relate to the discussions of wicked problems and design thinking as well as the decision-making frameworks. It was promoted by influencing and negotiation skills that helped to gain understanding of other people and manage their conflicts. This required mediation, synthesizing different perspectives, perspectives that need to be incorporated in preparation of a coherent message. Conflict resolution was also critical; maintaining the order and a positive outlook at the disagreements as well as goals to be accomplished was also significant. For example, when members have different views on presenting a certain topic, political communication and negotiation became inevitable for reaching a middle ground.

Conclusion

From this lesson, I learned that diplomacy is important and in working in a group or with other people, it is necessary to respect their ideas as well. It was possible to enrich the aspects of team work so that a good and effectively interconnected presentation was developed through good exercising of negotiation and communication skills. This task also referred to the fact that problem-solving may be an issue, not because one does not know how to do so in self, but because there are no strategies to work with other people toward a common goal. The net effect of being in a position to handle/own conflict and bend the result to make constructive team dynamics attainable and come up with resolutions as dialogue helped in attaining the objectives of this presentation as follows:

Action Plan

For future group projects, I plan to:

- **Enhance Communication:** I will clarify roles, responsibilities, and expectations early in the project to prevent misunderstandings and ensure everyone is aligned.
- **Utilize Reflective Frameworks:** Using tools like Gibbs' reflective cycle will help me evaluate and improve my contributions systematically, allowing for continuous learning and adaptation.
- **Foster Constructive Dialogue:** I will encourage open dialogue and mutual respect within the team to address conflicts constructively and maintain a positive working environment. Implementing strategies for effective communication and conflict resolution will be crucial in future collaborative efforts.

Conclusion

This group task has all in all made me realize the due significance of diplomacy in problem-solving. This has helped me to develop better appreciation of these skills as well as their relevance in effective teamwork. These findings will be helpful to me when handling group tasks in future as they will enable me enhance my skill in handling group tasks though involving individuals with contrasting characteristics may not always be easy.

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