



COLLEGE OF ECONOMICS  
VIETNAM NATIONAL UNIVERSITY, HANOI

# TEAMWORK SKILL

## Chapter 3:

## TEAM MEMBER DIVERSITY





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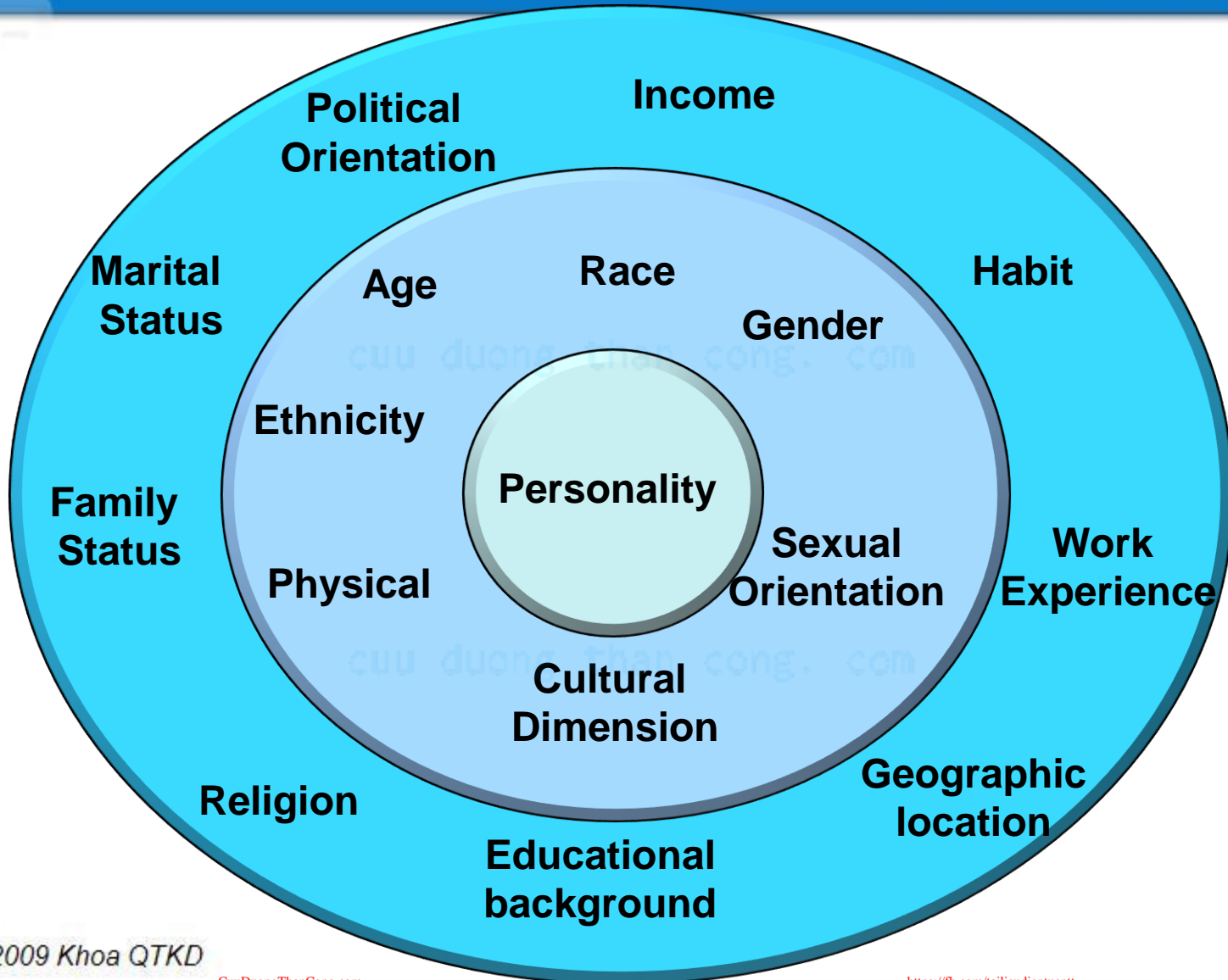
# CHAPTER 3: TEAM MEMBER DIVERSITY





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## 1. Personality Dimension

### Extrovert



- Outgoing
- Talkative
- Enjoy discussion
- Talk then Think

### Introvert



- Private
- Quieter
- Enjoy work alone
- Think then Talk



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## 1. Personality Dimension



**Sensor**

- Focus on detail
- Practical
- Like concrete information
- Like fact and details



**Intuitive**

- Focus on BIG picture
- Theoretical
- Like abstract information
- Hate details





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## 1. Personality Dimension



- Task-oriented
- Objective
- Values reason and justice
- Directed and firm-minded
- ***Think with the HEAD***



- People – oriented
- Subjective
- Values harmony
- Tactful and Tenderhearted
- ***Think with the HEART***



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## 1. Personality Dimension

**Thinker**



**Feeler**





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## 1. Personality Dimension

### Judger

- Values Structure
- Likes Deadlines
- Work now – Play later
- Punctuality

### Perceiver

- Values Flexibility
- Dislikes Deadlines
- Play now – Work later
- Not punctuality







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## 2. Cultural Dimension

**Individualism**

*Value individual achievement  
and freedom*

**Collectivism**

*Emphasize group identity*





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## 2. Cultural Dimension

**High Power  
Distance**

*Inequity between high and  
low status members*

**Low Power  
Distance**

*Equity and interdependence  
among group members*





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## 2. Cultural Dimension

**High Uncertainty**

*Prefer rules, plans and routines*

**Low Uncertainty**

*Comfortable with ambiguity and unpredictability*

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## 2. Cultural Dimension

**Masculinity**

*Assertive, decisive, dominant*



**Femininity**

*Nurturing, cooperative*





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## 2. Cultural Dimension

**High Context**

*Messages are implied and  
context sensitive*

**Low Context**

*Messages are explicit,  
factual, and objective*

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## 2. Cultural Dimension

### Monochronic

*Adhere with plans and schedules. Value time highly.*

### Polychronic

*Not obsessed with schedules. Time is not highly valued.*

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## 2. Cultural Dimension

### *Barriers to Cultural Understanding*

- **Ethnocentrism**

Ethnocentrism is the belief that your culture is superior to others.

It causes: the Disrespect, The Conflict, The Failure In Team

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## 2. Cultural Dimension

### *Barriers to Cultural Understanding*

- **Stereotyping**

Stereotypes are generalizations about a group of people that oversimplify their characteristics.

Ex: Asian student is good in science but can only work alone

⇒ It prevents members from contributing their best skills

**Stereotypes lead to Prejudice**



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## 2. Cultural Dimension

### *Barriers to Cultural Understanding*

- **Discrimination**

Excluding groups of people from opportunities granted to others: employment, promotion, political expression, equal rights.

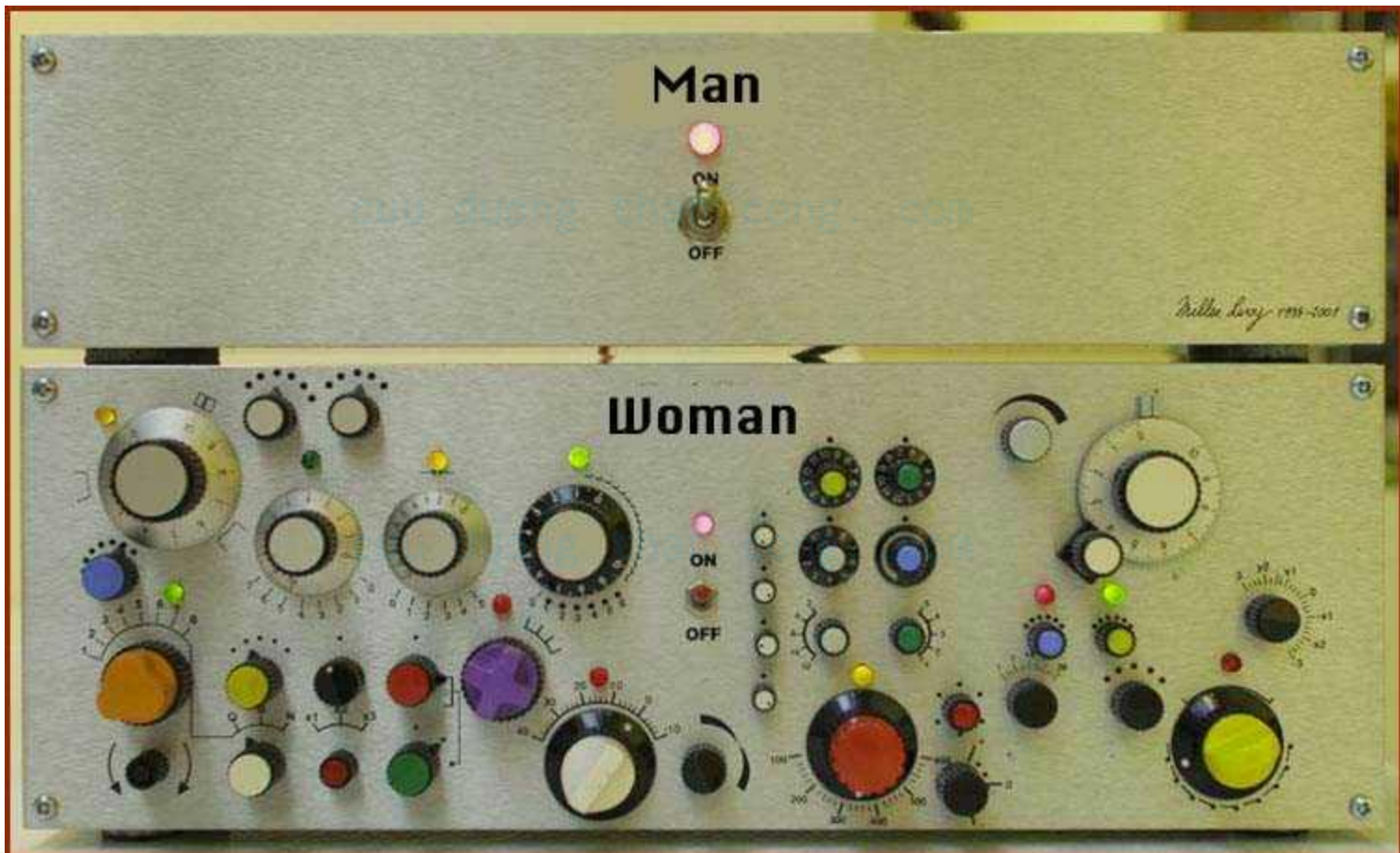
It causes the discouragement, conflict



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## 2. Gender Dimension







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## 3. Generational Dimension



- Believe in experience
- High uncertainty
- High Power distance
- ***Considerateness in work***



- Believe in new moderns
- Low uncertainty
- Low Power distance
- ***Work inconsiderately***



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## 4. Balanced Diversity

**Understand**

**Respect**

**Adapt**