

# Video communication and the successful handling of complex tasks in remote teams – A qualitative study in a business game design

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## ABSTRACT

Complex problem solving in remote teams is already part of many professionals' daily work, with collaboration via video systems being common. The extent to which this supports or hinders the processing of complex tasks and how these digital possibilities can be used successfully is the topic of our research. First of all, it is important to identify the relevant variables whose conscious modification can lead to faster and higher quality team work results. In this study, 50 participants were divided into six groups and asked to take part in a one-hour online business game. The work processes were documented by video recording and qualitatively evaluated with regard to communication and work flow. As a result, several hypotheses were generated that suggest an influence of the work organisation, the methods and technical applications used, the communication behaviour, the respective expertise of the team members and the group composition on the work result.

## Keywords

Complex problem solving – business game – remote teams – video communication – teamwork – digitalisation