References

- Amy, E. (1999). Psychological safety and leaning behavior in work teams. *Administrative Science Quarterly*, 44(2), 350-383.
- Ancona, D. G., & Caldwell, D. F. (1992). Demography and design: predictors of new product team performance. *Organizational Science*, *3*(3), 321–341.
- Argote, L., & Ingram, P. (2000). Knowledge transfer: a basis for competitive advantage in firms. *Organizational Behavior and Human Decision Processes, 82*(1), 150-169.
- Argote, L., Ingram, P., Levine, J. M., & Moreland, R. L. (2000). Knowledge transfer in organizations. *Organizational Behavior and Human Decision Processes*, 82(1),1–8.

- Argote, L., McEvily, B., & Reagans, R. (2003). Managing knowledge in organizations: an integrative framework and review of emerging themes. *Management Science*, 49(4),571-582.
- Atapattu, A. W. M. M., & Jayakody, J. A. S. K. (2014). The interaction effect of organizational practices and employee values on knowledge management (KM) success. *Journal of Knowledge Management*, 18(2),307 328.
- Avolio, B. J., & Yammarino, F. J. (2002). *Transformational and charismatic leadership: The road ahead,* Elsevier Science, Oxford.
- Bain, P. G., Mann, L., Atkins, L., & Dunning, J. (2005). R&D project leaders: Roles and responsibilities. L. Mann (Ed.), in *Leadership, Management, and Innovation in R&D Project Teams*, 49–70.
- Bakker, M., Leenders, R. T. A. J., Gabbay, S. M., Kratzer, J., & Van Engelen, J. M. L. (2006). Is trust really social capital? Knowledge sharing in product development projects. *The Learning Organization*, 13(6),594–605.
- Barney, J. B., & Wright, P. M. (1998), On becoming a strategic partner: The role of human resources in gaining competitive advantage. *Human Resource Management*, *37*, 31-46.
- Bass, B. M. (1985). Leadership and Performance beyond Expectation, Free Press, New York, NY.
- Bass, B. M. (1990). Bass and Stogdill's handbook of leadership. Sage, Thousand Oaks, CA.
- Bass, B. M., & Avolio, B. J. (2000). *MLQ Multifactor Leadership Questionnaire*. Redwood City, CA: Mind Garden.
- Bass, B. M., Avolio, B. J., Jung, D. I., & Berson, Y. (2003). Predicting unit performance by assessing transformational and transactional leadership. *Journal of Applied Psychology*, 88(2), 207-218.
- Bass, B. M., & Riggio, R. E. (2006). Transformational Leadership. Mahwah, NJ: Erlbaum Associates.
- Beal, D. J., Cohen, R. R., Burke, M. J., & McLendon, C. L. (2003). Cohesion and performance in groups: A meta analytic clarification of construct relations. *Journal of Applied Psychology*, 88(5) 989-1004.
- Bell, M. A. (2005), *Virtual hybrid workgroups are critical to successful offshore sourcing.* Gartner, Inc. Research Report, 1–6.
- Bock, G. W., Zmud, R. W., Kim, Y. G., & Lee, J. N. (2005). Behavioral intention formation in knowledge sharing: Examining the roles of extrinsic motivators, social-psychological forces, and organizational climate. *MIS Quarterly*, 29(1), 87-111.
- Bollen, K. A., & Hoyle, R. H. (1990). Perceived cohesion: A conceptual and empirical examination. *Social Forces*, 69(2), 479-504.
- Bounfour, A. (2003). *The Management of Intangibles: The Organization's Most Valuable Assets.* Routledge, London.
- Campion, M. A., Papper, E. M., & Medsker, G. J. (1996). Relations between work team characteristics and effectiveness: A replication and extension. *Personnel Psychology*, 49, 429–452.

- Carron, A. V., Brawley, L. R., & Widmeyer, W. N. (1998). The measurement of cohesiveness in sport groups, In J. L. Duda(Ed.). Advances in sport and exercise psychology measurement, 213-226, Morgantown, WV: Fitness Information Technology.
- Cartwright, D. (1968). The nature of group cohesiveness. In D. Cartwright & A. Zander (Eds.), *Group dynamics: Research and theory*, 91–109, New York: Harper & Row.
- Chan, D. (1998). Functional relations among constructs in the same content domain at different levels of analysis: A typology of composition models. Journal of Applied Psychology, 83(2), 234-246.
- Chang, H. T. Y. (2011). Effects of empowering leadership on performance in management team. *Journal of Chinese Human Resources Management, 2*(1),43 – 60.
- Chengalur-Smith, I., Duchessi, P., & Gil-Garcia, J. R. (2012). Information sharing and business systems leveraging in supply chains: An empirical investigation of one web-based application. Information & Management, 49(1), 58-67. doi:10.1016/j.im.2011.12.001..
- Chin, W. W. (1998). The Partial Least Squares Approach to Structural Equation Modeling, In G. A. Marcoulides (Eds.). Modern Business Research Methods, 295-336, Mahwah, NJ: Lawrence Erlbaum Associates.
- Chin, W. W., Salisbury, W. M. D., Pearson, A. W., & Stollak, M. J. (1999). Perceived cohesion in small groups: Adapting and testing the perceived cohesion scale in a small group setting. Small group research, 30(6),751-766.
- Choi, S. Y., Lee, H., & Yoo, Y. (2010), The impact of information technology and transactive memory systems on knowledge sharing, application, and team performance: A field study. MIS Quarterly, 34(4),855-870.
- Christina, A. (2003). Work team trust and effectiveness. Personnel Review, 32(5), 605-22.
- Cohen, S. G., & Bailey, D. E. (1997). What makes teams work: Group effectiveness research from the shop floor to the executive suite? *Journal of Management*, 23(2) 239-90.
- Coleman, D. (1999). Groupware: collaboration and knowledge sharing, in Liebowitz, J.(ed), Knowledge Management Handbook, CRC Press, Boca Raton, FL.
- Crossan, M., Lane, H. W., & White, R. E. (1999). An organizational learning framework: From intuition to institution. *Academy of Management Review*, 24(3), 522–37.
- Davenport, T., De Long, D., & Beers, M. (1998). Successful knowledge management projects. Sloan Management Review, 39(2), 43-57.
- Davenport, T. H., & Grover, V. (2001). Special issue: Knowledge management. Journal of Management Information Systems, 18,3-4.
- De Church, L. A., & Mesmer-Magnus, J.R. (2010). The cognitive underpinnings of effective teamwork: A meta-analysis. Journal of Applied Psychology, 95(1), 32-53.

- De Vries, R. E., Van den Hooff, B., & De Ridder, J. A. (2006). Explaining knowledge sharing: The role of team communication styles, job satisfaction and performance beliefs. *Communication Research*, 33(2), 115-35.
- DeTienne, K. B., Dyer, G., Hoopes, C., & Harris, S. (2004). Toward a model of effective knowledge management and directions for future research: Culture, leadership, and CKOs. *Journal of Leadership and Organizational Studies*, 10(4), 26-43.
- Devine, D. J. & Phillips, J. L., (2001). Do smarter teams do better? A meta-analysis of cognitive ability and team performance. *Small Group Research*, 32(4) 507-32.
- Dionne, S. D., Yammarino, F. J., Atwater, L. E., & Spangler, W. D. (2004). Transformational leadership and team performance. *Journal of Organizational Change Management*, *17*(2), 177 -193.
- Drucker, P. (1998). Managing in a Time of Great Change, New York: Dutton/Plume.
- Dyer, J. H., & Nobeoka, K. (2000). Creating and managing a high-performance knowledge-sharing network: The Toyota case. *Strategic Management Journal*, *21*(3), 345-367.
- Easterby-Smith, M., & Prieto, I. (2008). Dynamic capabilities and knowledge management: An integrative role for learning? *British Journal of Management*, 19(3), 235-249.
- Faraj, S. & Sproull, L. (2000). Coordinating expertise in software development teams. *Management Science*, 46(12), 1554–1568.
- Forgas, J. P., (1995). Mood and judgment: The affect infusion model (AIM). *Psychological Bulletin*, 117(1), 39–66.
- Fornell, C., & Larcker, D. F. (1981). Structural Equation Models with Unobservable Variables and Measurement Errors. *Journal of Marketing Research*, 18(2), 39-50.
- Gilbert, M., & Cordey-Hayes, M. (1996). Understanding the process of knowledge transfer to achieve successful technological innovation. *Technovation*, *16*(6), 301-312.
- Gloet, M., & Terziovski, M. (2004). Exploring the relationship between knowledge management practices and innovation performance, *Journal of Manufacturing Technology Management*, 15(5),402-9.
- Gonzalez, R. V., & Melo, T. M. (2017), Linkage between dynamics capability and knowledge management factors: A structural equation model. *Management Decision*, 55(10), 2256-2276.
- Gorelick, C., & Monsou, B. T. (2005). For performance through learning, knowledge management is the critical practice. *The Learning Organization*, *12*(2), 125 139.
- Gupta, A.K., Smith, K.G., & Shalley, C.E. (2006). The interplay between exploration and exploitation. *Academy of Management Journal*, 49(4), 693-706.
- Hair, J., Black, W., Babin, B., Anderson, R., & Tatham, R. (2006). *Multivariate Data Analysis*. 6th ed., Pearson Educational, Upper Saddle River, NJ.

- Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2011). An assessment of the use of partial least squares structural equation modeling in marketing research. Journal of the Academy of Marketing Science, 40(3), 414-433. doi:10.1007/s11747-011-0261-6.
- Hair, J. F., Sarstedt, M., Ringle, C. M., & Mena, J. A. (2012). An assessment of the use of partial least squares structural equation modeling in marketing research. Journal of the Academy of *Marketing Science*, 40(3), 414-433.
- Hansen, M. T. (2002). Knowledge networks: Explaining effective knowledge sharing in multiunit companies. Organization Science, 13(3), 232-248.
- Hansen, M. T., & Oetinger, B. V. (2001). Introducing t-shaped managers: Knowledge management's next generation. Harvard Business Review, 79(3), 107-116.
- Hansen, M.T., Nohria, N., & Tierney, T. (1999). What's your strategy for managing knowledge? Harvard Business Review, 77(2),106-116.
- Henseler, J., & Chin, W. W. (2010). A comparison of approaches for the analysis of interaction effects between latent variables using partial least squares path modeling. Structural Equation Modeling. *A Multidisciplinary Journal*, 17(1), 82–109.
- Hinkin, T. R., & Tracey, J. B. (1999). The relevance of charisma for transformational leadership in stable organizations. Journal of Organizational Change Management, 12(2), 105-119. https:// doi.org/10.1108/09534819910263659.
- Ho, J. Y. C., & Dempsey, M. (2010). Viral marketing: Motivations to forward online content. Journal of Business Research, 63, 1000-1006, doi:10.1016/j.jbusres.2008.08.010.
- Hollingshead, A. B. (2001). Cognitive interdependence and convergent expectations in transactive memory. Journal of Personality and Social Psychology, 81(6), 1080-1089.
- Holzner, B., & Marx, J. (1979). Knowledge application: The Knowledge system in society. Boston, MA, Allyn and Bacon.
- Hong, P., Doll, W. J., Nahm, A. Y., & Li, X. (2004). Knowledge sharing in integrated product development. European Journal of Innovation Management, 7(2), 102–12.
- Hooff, V. B., & Huysman, M. (2009). Managing knowledge sharing: Emergent and engineering approaches. Information and Management, 46(1), 1-8.
- Hoopes, D. G., & Postrel, S. (1999). Shared knowledge glitches, and product development performance. Strategic Management Journal, 20(9), 837-65.
- Huang, C. (2009). Knowledge sharing and group cohesiveness on performance: An empirical study of technology R&D teams in Taiwan. *Technovation*, 29(11), 786-797.
- Huang, Q., Liu, H., & Zhong, X. (2013). The impact of transactive memory systems on team performance. Information Technology & People, 26(2), 191 - 212.

- Jarvenpaa, S. L., & Majchrzak, A. (2008). Knowledge collaboration among professionals protecting national security: Role of transactive memories in ego-centered knowledge networks. *Organization Science*, 19(2), 260-276.
- Jaussi, K.S., & Dionne, S.D. (2003). Leading for creativity: The role of unconventional leader behavior. *The Leadership Quarterly*, *14*(4), 475–498.
- Jayakody, J. A. S. K. (2011). *Effects of Leader Charisma on Follower Dependency in Sri Lanka.*An unpublished PHD thesis, Postgraduate Institute of Management, University of Sri Jayewardenepura, Sri Lanka.
- Jung, D. D., Wu, A., & Chow, C. W. (2008). Towards understanding the direct and indirect effects of transformational leadership on firm innovation. *The Leadership Quarterly*, 19 (4)582–594
- Jung, D. I., & Sosik, J. J. (2002). Transformational leadership in work groups: The role of empowerment, cohesiveness, and collective-efficacy on perceived group performance. *Small Group Research*, *33*(3), 313-336.
- Kamara, M. J., Anumba, J. C., Carrillo, P., & Bouchlaghem, N. (2003). Conceptual framework for live capture and reuse of project knowledge. Construction Informatics Digital library.
- Kanawattanachai, P., & Yoo, Y. (2007), The impact of knowledge coordination on virtual team performance over time. *MIS Quarterly*, *31*(4), 783-808.
- Kearney, E., & Gebert, D. (2009). Managing diversity and enhancing team outcomes: The promise of transformational leadership. *Journal of Applied Psychology*, *94*(1), 77–89.
- Keller, R. T. (2006). Transformational leadership, initiating structure, and substitutes for leadership: A longitudinal study of research and development project team performance. *Journal of Applied Psychology*, 91(1), 202–210.
- Kirkman, B. L., & Rosen, B. (1999). Beyond self-management: Antecedents and consequences of team empowerment. *Academy of Management Journal*, *42*, 58-74.
- Kluge, J., Stein, W., & Licht, T. (2001). Knowledge Unplugged. Bath Press, Bath.
- Koslowsky, S. S. M. (2006). Leadership team cohesiveness and team performance. *International Journal of Manpower, 27*(1), 63 74.
- Kozlowski, S. W. J., & Ilgen, D. R. (2006). Enhancing the effectiveness of work groups and teams. *Psychological Science in the Public Interest*, *7*(3), 77–124.
- Lam, A. (1998). Tacit Knowledge, Organizational Learning and Innovation: A Societal Perspective. *DRUD Working paper*, 98-22.
- LeBreton, J. M., & Senter, J. L. (2008). Answers to 20 questions about interrater reliability and interrater agreement. Organizational Research Methods, 11(4), 815-852.
- Leonard-Barton, D. (1992). Core capabilities and core rigidities: A paradox in managing new product development. *Strategic Management Journal*, *13*(8), 111–125.

Sri Lankan Journal of Management

- Lewis, K. (2003), Measuring transactive memory systems in the field: Scale development and validation. *Journal of Applied Psychology*, 88(4), 587-604.
- Lewis, K. (2004). Knowledge and performance in knowledge worker teams: A longitudinal study of transactive memory systems. *Management Science*, *50*(11), 1519-1533.
- Lewis, K., Lange, D., & Gillis, L. (2005). Transactive memory systems, learning transfer. *Organization Science*, *16*(6), 581-598.
- Liang, D. W., Moreland, R., & Argote, L. (1995). Group versus individual training and group performance: The mediating role of transactive memory. *Personality and Social Psychology Bulletin*, *21*(4), 384-393.
- Liao, S., Fei, W. C., & Chen, C. C. (2007). Knowledge sharing, absorptive capacity, and innovation capability: An empirical study of Taiwan's knowledge intensive industries. *Journal of Information Science*, 33(3), 340–359.
- Lim, B., & Ployhart, R. E. (2004). Transformational leadership: Relations to the five-factor model and team performance in typical and maximum contexts. *Journal of Applied Psychology*, 89(4), 610-621.
- Liyanage, C., Elhag, T., Ballal, T., & Li, Q. (2009). Knowledge communication and translation: A knowledge transfer model. *Journal of Knowledge Management*, *13*(3), 118 131.
- Lopez-Cabrales, A., Bornay-Barrachina, M., Diaz-Fernandez, M. (2017). Leadership and dynamic capabilities: The role of HR systems. *Personnel Review, 46*(2), 255-276, https://doi.org/10.1108/PR-05-2015-0146.
- Madhavan, R., & Grover, R. (1998). From embedded knowledge to embodied knowledge: New product development as knowledge management. *Journal of Marketing*, 62(4), 1–12.
- Malhotra, N. K., Dash, S. (2011). *Marketing research and applied orientation* (6th ed.), Pearson Prentice Hall.
- Marks, M. A., Mathieu, J. E., & Zaccaro, S. J. (2001). A temporally based framework and taxonomy of team processes. *Academy of Management Review*, *26*(2) 356-76.
- Marsh, S. J., & Stock, G. N. (2006). Creating dynamic capability: The role of intertemporal integration, knowledge retention, and interpretation. *Journal of Product Innovation Management*, 23(5), 422-436.
- Mathieu, J., Maynard, M.T., Rapp, T., & Gilson, L. (2008). Team effectiveness: A review of recent advancements and a glimpse into the future. *Journal of Management*, *34*, 410-76.
- Mitchell, R., Boyle, B., & Parker. (2014). Transformation through tension: The moderating impact of negative affect on transformational leadership in teams. *Human Relations*, *67*(9),1095 –1121.
- Morello, D. (2005). *The human impact of business IT: How to avoid diminishing returns,* Gartner, Inc. Research Report.

- Mullen, B., & Copper, C. (1994). The relation between group cohesiveness and performance: An Integration. *Psychological Bulletin*, 115(2), 210-27.
- Nathan, B.R., Mohrman, A.M., & Milliman, J. (1991). Interpersonal relations as a context for the effects of appraisal interviews on performance and satisfaction: A longitudinal study. *Academy of Management Journal*, *34*(2), 352-69.
- Neal R. M., & Hinton G. E. (1998). A View of the Em Algorithm that Justifies Incremental, Sparse, and other Variants. In: M.I. Jordan (eds), *Learning in Graphical Models, NATO ASI Series* (Series D: Behavioural and Social Sciences), 89, Springer, Dordrecht.
- Nonaka, I. (1991). The Knowledge-Creating Company. Harvard Business Review, 69(6), 96-104.
- Nonaka, I. (1994). A dynamic theory of organizational knowledge creation. *Organization Science*, 5, 14-37.
- Nunnally, J. C. (1978). Psychometric theory (2nd ed.). New York: McGraw-Hill.
- O'Dell, C., & Grayson, C. J. (1998). If only we knew what we know: Identification and transfer of internal best practices. *California Management Review*, 40(3), 154–74.
- Ozaralli, N. (2003). Effects of transformational leadership on empowerment and team effectiveness. *Leadership and Organization Development Journal*, *24*(6), 335-344.
- Pieterse, A. N., Van, K. D., Schippers, M., & Stam, D. (2010). Transformational and transactional leadership and innovative behavior: The moderating role of psychological empowerment. *Journal of Organizational Behavior*, *31*(4), 609–623.
- Podsakoff, P. M., MacKenzie, S. B., & Bommer, W. H. (1996). Transformational Leader Behaviors and Substitutes for Leadership as Determinants of Employee Satisfaction, Commitment, Trust, and Organizational Citizenship Behaviors. *Journal of Management*, 22(2), 259-298.
- Podsakoff, P. M., Mackenzie, S. B., Lee, J. Y., & Podsakoff, N. (2003). Common method bias in behavioral research: A critical review of the literature and recommended remedies. *Journal of Applied Psychology*, 88(5), 879-903.
- Raes, E., Decuyper, S., Lismont, B., Van den Bossche, P., Kyndt, E., Demeyere, S., & Dochy, F. (2013). Facilitating team learning through transformational leadership. *Instructional Science*, *41*(2), 287-305.
- Roth, A. V., & Menor, L. J. (2003). Insights into service operations management: A research agenda. *Production and Operations Management.* 12(2), 141-144.
- Schaubroeck, J., Lam, S. S., & Cha, S. E. (2007). Embracing Transformational Leadership: Team Values and the Impact of Leader Behavior on Team Performance. *Journal of Applied Psychology*, 92(4), 1020 –1030.
- Shapiro, G. (1999). *Inter-project knowledge capture and transfer: an overview of definitions, tools and practices.* CoPS Innovation Centre Working Paper, 62, Brighton.

- Singh, R. M., & Gupta, M. (2014). Knowledge management in teams: Empirical integration and development of a scale. *Journal of Knowledge Management*, 18(4), 777 – 794.
- Sri Lankan IT-BPM Industry Review. (2014), Retrieved from https://slasscom.lk/content/srilankan-it-bpm-industry-review-2014.
- Srivastava, A., Bartol, K. M., & Locke, E. A. (2006). Empowering leadership in management teams: Effects on knowledge sharing, efficacy, and performance. Academy of Management Journal, 49(6) 1239-51.
- Staples, D. S., & Webster, J. (2008). Exploring the effects of trust, task interdependence and virtualness on knowledge sharing in teams. Information System Journal, 18(4), 617-640. doi:10.1111/j.1365-2575.2007.00244.x.
- Stashevsky, S., & Koslowsky, M. (2006). Leadership team cohesiveness and team performance. *International Journal of Manpower, 27*(1), 63-74.
- Stewart, G. L., & Barrick, M. R. (2000), Team structure and performance: Assessing the mediating role of intra team process and the moderating role of task type. Academy of Management Journal, 43, 135-48.
- Steinheider, B., & Al-Hawamdeh, S. (2004). Team Coordination, Communication and Knowledge Sharing in SMEs and Large Organizations. Journal of Information & Knowledge Management, 3(3). https://doi.org/10.1142/S0219649204000845
- Stogdill, R. M. (1972). Group productivity, drive, and cohesiveness. Organizational Behavior and Human Performance, 8, 26-43.
- Teece, D.J. (2003). Knowledge and competence as strategic assets. Handbook on Knowledge Management, 1, 129-152.
- Tsai, W. (2001). Knowledge transfer in intraorganizational networks: Effects of network position and absorptive capacity on business unit innovation and performance. Academy of Management Journal, 44(5),996-1004.
- Tseng, S., & Lee, P. (2014). The effect of knowledge management capability and dynamic capability on organizational performance. Journal of Enterprise Information Management, 27(2), 158-179.
- Turner, J., Zimmerman. T., & Allen, J. (2012). Teams as a sub-process for knowledge management. Journal of Knowledge Management, 16(6), 963-977.
- Vakola, M., & Rezgui, Y. (2000). Organizational learning and innovation in the construction industry. The Learning Organization, 7(4), 174-184.
- Van Knippenberg, V. D., Dreu, C. K. W., & Homan, A. C. (2004). Work group diversity and group performance: An integrative model and research agenda. Journal of Applied Psychology, 89(6), 1008-1022.

- Von Krogh G. (2002). The communal resource and information systems. *Journal of Strategic Information Systems*, 112(1), 85–107.
- Wang, G., Oh, I., Courtright, S. H., & Colbert, A. E. (2011). Transformational leadership and performance across criteria and levels: A meta-analytic review of 25 years of research. *Group and Organization Management*, 36(2), 223-270.
- Weaver, J. L., Bowers, C.A., Salas, E., & Cannon-Bowers, J. A. (1997). Motivation in work teams. In M. Beyerlein, D. Johnson & Beyerlein, S. (Eds), Advances in Interdisciplinary Studies of Work Teams, 167-91, JAI Press, Inc., Greenwich, CT.
- Wegner, D. M. (1995). A computer network model of human transactive memory. *Social Cognition*, 13(3), 319-339.
- Wenger, E. C., & Snyder, W. M. (2000). Communities of practice: The organizational frontier. *Harvard Business Review*, 78(1), 139–145.
- Wetzels, M., Schroder, G. O., & Oppen, C. V. (2009). Using PLS path modeling for assessing hierarchical Construct models: Guidelines and empirical Illustration. *MIS Quartely, 33*(1), 177-195.
- Williams, E. A., & Castro, S. L. (2010). The effects of teamwork on individual learning and perceptions of team performance. *Team Performance Management: An International Journal*, 16(3/4), 124 147.
- Wilson-Evered, E., Hartel, C. E. J., & Neale, M. (2001). A longitudinal study of work group innovation: The importance of transformational leadership and morale. *Advances in Health Care Management*, 2(2), 315–340.
- Woerkom, M. V., & Croon, M. (2009). The relationships between team learning activities and team performance. *Personnel Review*, *38*(5), 560 577.
- Yang, C., Nay, S., & Hoyle, R. H. (2010). Three approaches to using lengthy ordinal scales in structural equation models: Parceling, latent scoring, and shortening scales. *ApplPsycholMeas*, *34*(2), 122-142. doi:10.1177/0146621609338592.
- Yukl, G. (2002). Leadership in organizations (5th ed.), Upper Saddle River, NJ: Prentice Hall.
- Zhang, X., Cao, Q., & Tjosvold, D. (2011). Linking Transformational Leadership and Team Performance: A Conflict Management Approach. *Journal of Management Studies, 48*(7), DOI: 10.1111/j.1467-6486.2010.00974.x.