

National University of Computer and Emerging Sciences, Lahore Campus



Course: Communication & Presentation Skills
Program: CS, DS, SE
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INSTRUCTIONS: All answers to be attempted on the answer sheet.

PART I

Q1. Read the case(s) and answer the questions that follow:

Marks: 20

A group consisting of six members (Sandra, Patrick, Lourdes, Lauren, Franklin, Harold) are working on a group project and met at the kick-off meeting in early January. This meeting was formal and each group member brought their best foot forward. Each member was on time, displayed a deep interest in the project, and committed to a 6-month initial time commitment. Each member understood that they would meet virtually once a week and in-person once a month for six months. They engaged in brainstorming and reviewed all project documents. They noticed that their timeline of 6 months was changed to 4 months by the city authority. Two of the group members (Harold and Franklin) have families and extenuating career requirements that will potentially cause an issue with the new time requirements. Each still agreed to the work but some group members were unsettled.

The group is well underway with their project. They have submitted their project proposal, met with city officials and venture capitalists, and have successfully piloted their ideas. However, the group is experiencing high amounts of tension. Their leader, Lauren, delegates the work to the committee members. Each group member had an equal share, but, Franklin who kept up with work at home had missed several meetings. Lauren has not mentioned anything about Franklin's new family situation and seems cold when he attempts to bring it up in the discussion. Patrick is easy to get along with during the meetings; however, he is often late – he works nights at his job and sometimes oversleeps.

There are issues within the group; with some members trying to overcome these issues, working through the middle part of the project– this is a crucial time for the group success. In addition, the country is going through a pandemic that is deeply impacting several of the committee. The team lead does not want to discuss these issues as it would impact the timeline and create additional conflicts. The group that was once strong is now facing tensions that are hard to overcome.

1. Identify the stages of group development with specific examples from the case study.
2. Based on your understanding of Group Dynamics and conflict management, explain how can group communication and performance be improved. Suggest at least THREE ways.

Q2. Answer the following two questions briefly.

10 Marks

- A. Sarah and Nida are roommates and very close friends. They have similar interests and spend a lot of their free time together. Sarah feels a greater need for excitement and freedom to pursue her own interests and activities while, Nida wishes for more stability, wanting to spend their free time together reading books ordering pizza and watching series at home. Sarah wants to be on her own, needing her own personal space and tries to make Nida understand that they can still be very close without being together every second of the day. This upsets Nida who depends on her for help and support. When they go out, they always meet the same people; their activities have become predictable and boring, needing some change and excitement in their relationship.
- Q. Identify two types of dialectic tensions affecting their relationship and how can they improve their relationship?
- B. What are the steps in the systematic problem-solving process? Explain with example.