**To:** Project Steering Committee  
**From:** Jayesh Pamnani, Project Manager  
**Date:** April 11, 2024  
**Subject:** Addressing Team Interaction Challenges During NutriScope Testing Phase

As we transition into the testing phase of the NutriScope Health Tracker project, a challenge has arisen regarding effective collaboration between our project team and the user group. Our team primarily comprises individuals with introverted and thinking preferences (MBTI types), contrasting sharply with the extroverted, feeling-oriented user group. This dynamic has led to communication barriers that could potentially impact our testing effectiveness.

**Proposed Solutions for Enhanced Collaboration:**

1. **Structured Feedback Sessions:**

To accommodate various communication styles, we propose implementing structured feedback sessions with clear agendas and guided questions. This approach will help manage the session flow, ensuring that both introverted and extroverted participants can share their insights comfortably. These sessions will utilize questionnaires and feedback forms focused on specific aspects of the software, thereby facilitating detailed and constructive discussions.

1. **Training on Effective Communication:**

Recognizing the diversity in communication preferences, we suggest training both teams on effective communication tailored to different MBTI types. This training will equip team members with the necessary skills to adapt to and understand varying communication styles, crucial for effective feedback interpretation and discussions. We plan to organize a workshop facilitated by a professional specializing in MBTI and interpersonal communication.

1. **Diverse Testing Teams:**

Forming testing subgroups that blend different personality types from both the project team and the user group will leverage the strengths of both introverts and extroverts. This strategy ensures a balanced interaction where analytical and empathetic perspectives are equally valued, enhancing the overall quality of feedback and fostering a collaborative environment.

1. **Use of Collaborative Tools:**

To further support diverse working styles, we will utilize online collaborative tools that enable both synchronous and asynchronous communication. These tools offer flexibility, allowing team members to express their feedback in written form or through verbal discussions, catering to individual preferences. Tools like Slack, Microsoft Teams, or Asana will be deployed, ensuring everyone can contribute effectively regardless of their communication style.

1. **Mediated Sessions:**

Introducing a neutral third-party facilitator during feedback sessions can help manage team dynamics and ensure a constructive feedback process. This facilitator will oversee the sessions, aiding in managing any potential conflicts and ensuring that all voices are heard and valued. Their presence will be instrumental in maintaining focus and productivity during these critical interactions.

1. **Regular Reflection and Adaptation:**

To continuously improve our communication approach, we will implement regular review sessions for both teams to reflect on the effectiveness of current communication strategies and suggest improvements. These bi-weekly reflection meetings will allow us to adapt our strategies based on direct feedback from the participants, ensuring that our methods evolve in response to the team's needs.

The diversity within our project and user group teams presents a unique challenge that, if addressed thoughtfully, can be transformed into a significant asset. The strategies outlined above are designed to enhance team interaction, ensure effective communication, and lead to successful project outcomes. I seek the steering committee’s support to initiate these strategies and request the necessary resources for their implementation.

I look forward to the committee’s feedback and approval to proceed with these enhancements to our project testing phase.

Jayesh Pamnani  
Project Manager, NutriScope Health Tracker