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1. **Recognize and discuss FOUR (4) types of talk involved in small group communication with relevant examples and explain contribution of all four talks in effective group discussion**

**Answer**

Small group communication researchers Lawrence Frey and Sunwolf (2005) posited communication is the essential defining feature of any small group. Group communication comprises four types of talk: problem-solving talk, role talk, consciousness-raising talk, and encounter talk (Cragan & Wright, 1999).

1. **Problem-solving talk**

Problem-solving talk centers on accomplishing the group task. Because a group exists for the purpose of task accomplishment, members should participate in this type of talk. At the same time, it is essential to realize the bulk of a group’s communication time should be spent on problem-solving talk. Although groups can use any number of discussion techniques to enhance problem-solving talk, the informal interaction of a group also can center on problem-solving talk.

1. **Role talk**

Role talk centers on the specific role each group member plays in the group. Behind it is the idea that the role played by group members determines both the content and the relational aspect of their communication. In the case study provided at the beginning of this chapter, both David and Hassan struggle to establish themselves as the task leader. When David offers his house as a meeting place and Hassan suggests the group meet at the radio station, both are engaging in communication reflective of the task leader role. As you reread the exchange among the group members, what roles do Julie, Shanika, and Joseph play? You can identify these roles because group members’ communication generally reflects the roles they desire to play.

1. **Consciousness-raising talk**

Consciousness-raising talk centers on group identification and pride and is essential to group development, morale, and identity. Too much consciousness raising talk is not productive, however. Although consciousness-raising talk enhances member satisfaction, when either a group’s communication contains an inordinate amount of consciousness-raising talk or a group places greater emphasis on consciousness-raising talk than problem-solving talk, it can decrease a group’s performance.

1. **Encounter talk**

Encounter talk consists of interpersonal communication. Examples include self-disclosure, responsiveness, and empathy. When group members self-disclose to each other, respond to each other’s needs, and listen to each other empathically, they develop a supportive communication climate. Furthermore, when group members feel satisfied with their group experience, they report greater feelings of closeness with their group members (Wheeless, Wheeless, & Dickson-Markman, 1982).

As such, all four types of talk contribute to effective small group communication. A group that engages in a balance of problem-solving talk, role talk, consciousness-raising talk, and encounter talk not only will accomplish its task effectively but also will act as a positive force behind whether its members enjoy the group experience. A group that fails to engage in one of these four types of talk or overemphasizes one type of talk runs the risk of hindering task accomplishment or alienating group members.

1. **Describe group conflict. Explain Procedural and Substantive conflict with suitable examples**.

Answer Group conflict is an interpersonal problem that occurs between two or more members of a team, and affects results of teamwork, so the team does not perform at optimum levels. Conflicts are caused by the situation when the balance between perceptions, goals, or/and values of the team is upset, therefore people can no more work together and no shared goals can be achieved in the team environment.Group conflict, or hostilities between different groups, is a feature common to all forms of human social organization (e.g., sports teams, ethnic groups, nations, religions, gangs), and also occurs in social animals. Although group conflict is one of the most complex phenomena studied by social scientists, the history of the human race evidences a series of group-level conflicts that have gained notoriety over the years. For example, from 1820 to 1945, it has been estimated that at least 59 million persons were killed during conflicts between groups of one type or another. Literature suggests that the number of fatalitiesnearly doubled between the years 1914 to 1964 as a result of further group conflict.

[**Procedural conflict**](https://revelpreview.pearson.com/epubs/pearson_ford_brown/OPS/xhtml/glossary.xhtml#g_P7000498797000000000000000000099) (also known as process conflict) is a disagreement over how to achieve a goal and resolution. Procedural conflict can relate to aspects such as who should be involved in a decision, how to go about it, where you should meet, or what rules should be followed. Procedural conflict emerges from disagreements or trouble with the mechanics of group operations and deal with questions about “how” a group should do something. A leader may be able to resolve this conflict by changing or explaining a procedure or taking, from group members, proposals for or votes on procedural revisions. Parents arguing over how to discipline children and business co-owners arguing over how to set a fair vacation policy are procedural conflict examples. Burnett notes that affective conflict can lead to procedural conflict. **For example**, if I don’t trust you, why should I accept your ideas on how to proceed? Setting detailed goals and procedures early in your interactions will help prevent this type of conflict from having serious consequences.

**Substantive conflict** focuses on group members’ differing beliefs, attitudes, values, or ideas related to the purpose or task of the group. Leaders and other group members should avoid closing off this type of conflict before people have had a chance to be heard, as a lack of substantive conflict can lead to groupthink. **Procedural conflicts** can include disagreements about factors such as meeting dates and times, individual task assignments, group organization and leadership, and, curiously, methods of resolving disagreements. While unresolved procedural conflicts can prevent work on collaborative projects from even getting started, discussion of different procedural approaches can lead to a compromise that is mutually acceptable to the collaborators and productive for their decision-making. Substantive conflicts are usually connected to a goal the group is trying to achieve. **For example**, the Student Council's argument about whether to have a bake sale or a raffle is a substantive conflict. Substantive conflict is disagreement over members’ ideas and group issues. **For example**, when members of a student government council argue whether or not student activities fees should be raised, their conflict is substantive. Such conflict is directly related to working toward the group’s goal of serving students’ cocurricular needs.

1. **Discuss advantages and disadvantages of Small Group communication**

*Answer*

Every group communication tries to yield something good for group members although there have some pros and cons of group interaction. The most significant positive characteristic of group communication is superior performance, Greater member satisfaction, Greater civic engagement, More learning, More creativity, Enhanced cultural understanding and so on. Apart from the positive characteristic or advantages of small group communication, there have some negative characteristics or disadvantages such as More time energy and resources, conflict and people problem. Based on our study, we are sorting out a list of the advantages and disadvantages of Small Group Communication. First, we are going to talk about the six advantages of small group communication.

### **»Six Advantages of Small**[***Group***](https://newsmoor.com/definition-of-group-what-is-group-definition-of-group-by-different-authors-or-experts/)**Communication:**

1. Superior performance
2. Greater member satisfaction
3. Greater civic engagement
4. More learning
5. More creativity
6. Enhanced cultural understanding

### **1. Superior Performance:**

* According to MIT Management Professor, Peter Senge: “If you want something really creative done, you ask a team to do it, instead of sending one person off to do it on his her own”
* Groups make decisions also solve problems, especially complex, and unclear problems.
* Finally, groups share workload

### **2. Greater Member Satisfaction:**

* Social benefits – opportunity to make friends, socialize, receive peer support, and feel part of a unified and successful team/group.
* The more opportunities group members have to communicate with one another; the more satisfied they are with the group experience.

### **3. Greater Civic Engagement**

* You are able to apply theories, methods, and tools to better engage in service to the community that you learn in a group communication course.

### **4. More Learning:**

* A group provides many resources to work on a problem
* “Synergistic” effect (Buckminster Fuller, architect of the geodesic)
* Synergy = the sum is greater than its parts
* Members are able to learn from also with other members
* New members learn from veterans, similar amateurs learn from experts.
* They also learn more about how to work as a group in contrast just merely topics they discuss.
* Finally, the decision-making process.
* It is the product of interacting individuals stimulating one another so that what emerges is a product that no one member could accomplish working alone.
* Sharing collective information, stimulating critical thinking, challenging assumptions and raising standards of achievement
* In the academic context, collaborative learning promotes higher individual achievement in knowledge acquisition, retention, accuracy, creativity in problem solving and higher-level reasoning.

### **5. More Creativity:**

* The key to creativity is the mental flexibility required to mix thoughts from our many experiences.
* Groups provide a creative multiplier effect by tapping more information, more brainpower and more insights.

### **6. Enhanced Cultural Understanding:**

* Members differ in characteristics, life experiences, cultures, interests and attitudes.
* Working effectively = understand, respect and adapt to differences in members’ skills, experiences, opinions and behavior as well as differences in gender, age, ethnicity, nationality, religion, race, status, and worldviews.

There are also disadvantages to small group interaction. In some cases, one person can be just as or more effective than a group of people. Think about a situation in which a highly specialized skill or knowledge is needed to get something done. In this situation, one very knowledgeable person is probably a better fit for the task than a group of less knowledgeable people. Group interaction also has a tendency to slow down the decision-making process. Individuals connected through a hierarchy or chain of command often work better in situations where decisions must be made under time constraints. When group interaction does occur under time constraints, having one “point person” or leader who coordinates action and gives final approval or disapproval on ideas or suggestions for actions is best.

### **Three Disadvantages of Small Group Communication:**

1. More time, energy and resources
2. [Conflict](http://www.yourarticlelibrary.com/business-management/group-conflicts-2-main-types-of-group-conflicts-with-diagram-business-management/70152)
3. People problems

### **1. More Time, Energy and Resources:**

* First, A group needs more time to discuss issues and to analyze and resolve problems than does an individual working alone.
* In addition, A group does not have a long attention span (David Berg, 1967)
* Furthermore, Tendency to get side-tracked.
* Similarly, Topics that do not pertain to the discussion at hand may be brought up.
* Finally, It is, sometimes, hard to get agreement on where and when to meet.

### **Conflict:**

* Disagreement = aggressive also disruptive
* Members in a group often are confronted with an individual who wants to take over therefore conflict exist in the group.

### **3. People problems:**

* Sleeping members.