

Programme Name: **BCS**

Course Code: **MPU 3283**

Course Name: **Small Group Communication**

Assignment: **Third**

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**Submitted By: Submitted To:**

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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**

**FOUR (4) types of talk involved in small group communication with relevant examples are:**

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..

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.

[**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. Parents arguing over how to discipline children and business co-owners arguing over how to set a fair vacation policy are procedural conflict examples.

**Substantive conflict** focuses on group members’ differing beliefs, attitudes, values, or ideas related to the purpose or task of the group. **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. 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..

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

*Answer*

### **The Advantages of small group are:**

### **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”

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

* Social benefits – opportunity to make friends, socialize, receive peer support, and feel part of a unified and successful team/group..

### **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
* Sharing collective information, stimulating critical thinking, challenging assumptions and raising standards of achievement

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

* The key to creativity is the mental flexibility required to mix thoughts from our many experiences.

There are also disadvantages to small group interaction.

### **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:**

* In addition, A group does not have a long attention span (David Berg, 1967)
* Furthermore, Tendency to get side-tracked.
* 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.