Communication and In-group Working Skills

WORKING RULES

For efficiency, please!

- **BE ACTIVE**

- **PREPARE YOURSELF**

- **BE ON TIME...**

Check meeeeee....

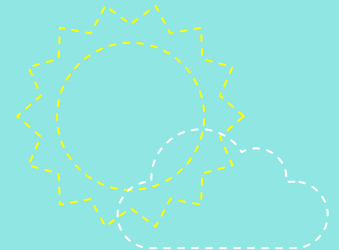Facebook please i am trying to work

facebook.

- **AVOID DISTRACTION**
  - Silent phone
  - No personal chats
  - No social media

These things will improve your scores!

2

CLASS RULES

1. Attendance check 10' after class starts

2. Submit assignments on time

3. Respect (self and others)

4. No personal activities

5. Right attitude

COURSE SYLLABUS

SYLLABUS

COURSE DESCRIPTION

This course will cover both working in groups and communication skills - both classic and current theories of group communication & team work that focus on "how groups work" and include practical information on group communication strategies and skills that emphasize "how to work in groups".

SYLLABUS

ASSESSMENTS (MARKS)

- 01 Participation: 10%

- 02 Group Assignments: 20%

- 03 Activities: 15%

- 01 Quiz: 05%

- 01 Group Project: 30%

- 01 Final exam: 20%

Conditions to pass:

- Final exam >= 4

- Grade Average >= 5/10

ACTIVITY

FORMING GROUPS

- 5-6 members/a group
- Introduce and get to know each other.

Note: This group will be the group that will work with you on a project to practice the skill throughout the course.

Let's start with the first session

GROUP AND TEAM OVERVIEW

Defining Teams and Groups

LEARNING OBJECTIVES

1. Defining Teams and Groups

2. Define "cooperation"

3. Distinguish between different social value orientations

4. Influences on cooperation

5. Explain methods psychologists use to research cooperation
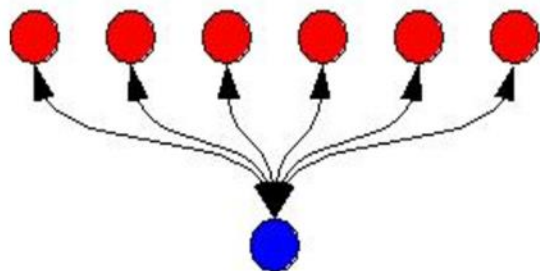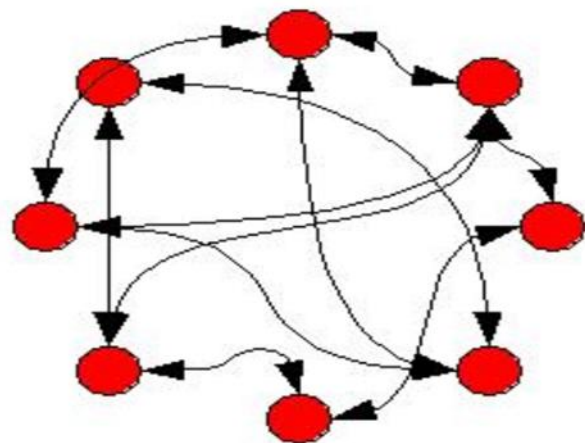
1 Defining teams and groups

Groupppp…………!

What is a group?

GROUP
people working towards a goal whose work is coordinated by someone else (e.g. a manager) for them

TEAM
people working towards a common goal who coordinate their work amongst themselves

1. Defining Teams and Groups

Formal groups are used to:

- Organize and distribute work

- Pool information

- Devise plans

- Coordinate activities

- Increase commitment

- Negotiate

- Resolve conflicts and conduct inquests

1. Defining teams and groups

Formal groups are used to:

- organize and distribute work

- pool information

- devise plans

- coordinate activities

- increase commitment

- negotiate

- resolve conflicts and conduct inquests.

Informal groups are used to:

- Satisfy needs of affiliation

- Act as a forum for exploring self-concept as a means of gaining support

- Have an important effect on formal work tasks:

For example by exerting subtle pressures on group members to conform to a particular work rate, or as 'places' where news, gossip, etc., is exchanged.

1. Defining teams and groups

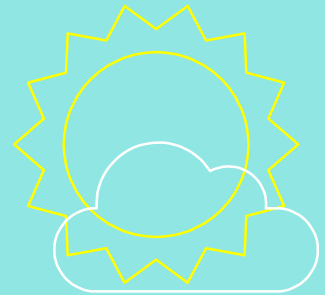# Teammmm………!
What is a team?

What is a team?

ACTIVITY 1

NOW IT'S YOUR TURN

" A team: as a particularly cohesive and purposeful type of work group

📚 TEAM CHARACTERISTICS

dinh danh

- **A Definable Membership:** a collection of three or more people identifiable by name or type;

- **A Group Consciousness or Identity:** the members think of themselves as a group;

- **A Sense Of Shared Purpose:** the members share some common task or goals or interests;

Designed by pngtree

📚 **TEAM CHARACTERISTICS** (cont.)

- **Interdependence:** the members need the help of one another to accomplish the purpose for which they joined the group;

- **Interaction:** the members communicate with one another, influence one another, react to one another;

- **Sustainability:** the team members periodically review the team's effectiveness;

- **An ability to act together.**

Designed by pngtree

ACTIVITY 2

Let choose the most characteristics with your team and explain to us why.

People are more willing to support and defend work they helped create.

ACTIVITY 3

Now, let's discuss about risks associated with working in teams.

When to work alone, in groups or in teams?

When to work alone or in groups...

- For simple tasks or problems
- When cooperation is sufficient
- When minimum discretion is required
- When fast decisions are needed
- When few competences are required
- When members' interests are different or in conflict
- When an organization credits individuals for operational outputs
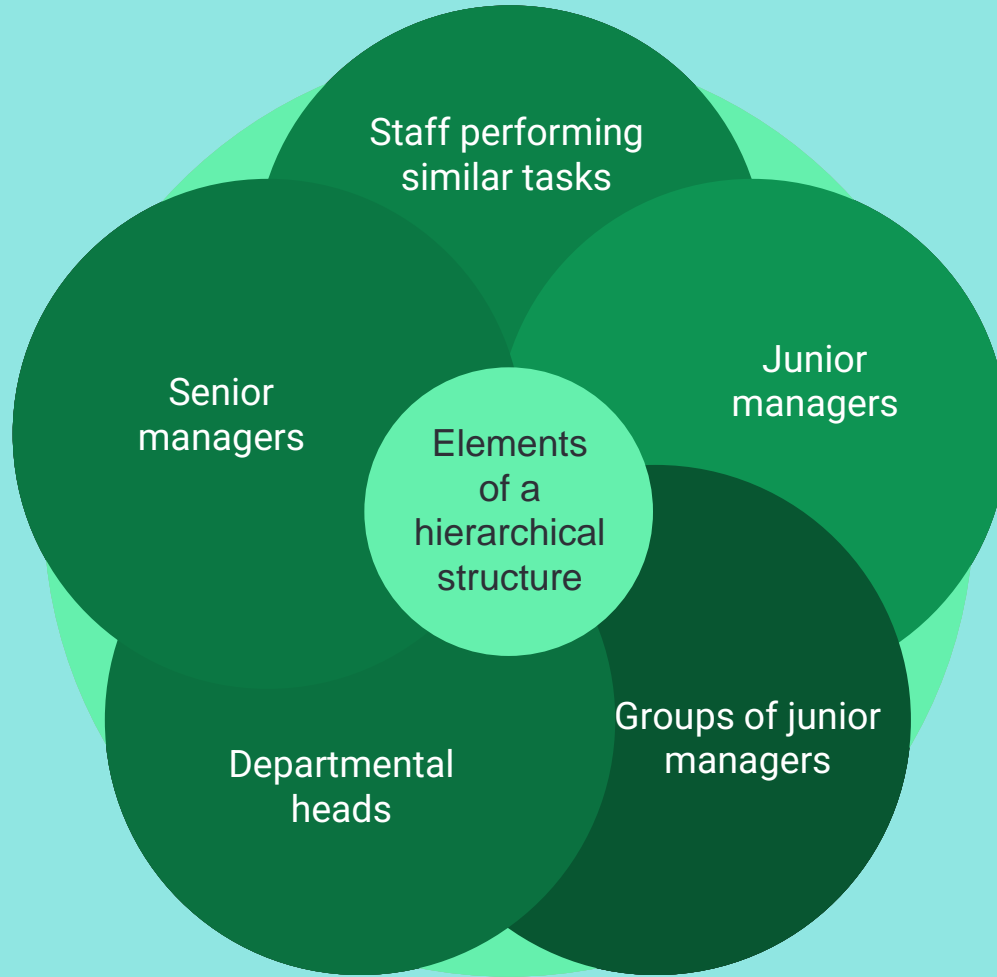- When innovative responses are sought

When to work alone, in groups or in teams?

When to build teams…

- For highly-complex tasks or problems
- When decisions by consensus are essential
- When there is a high level of choice and uncertainty
- When high commitment is needed
- When a broad range of competences and different skills are required
- When members' objectives can be brought together towards a common purpose

- When an organization rewards team results for strategy and vision building
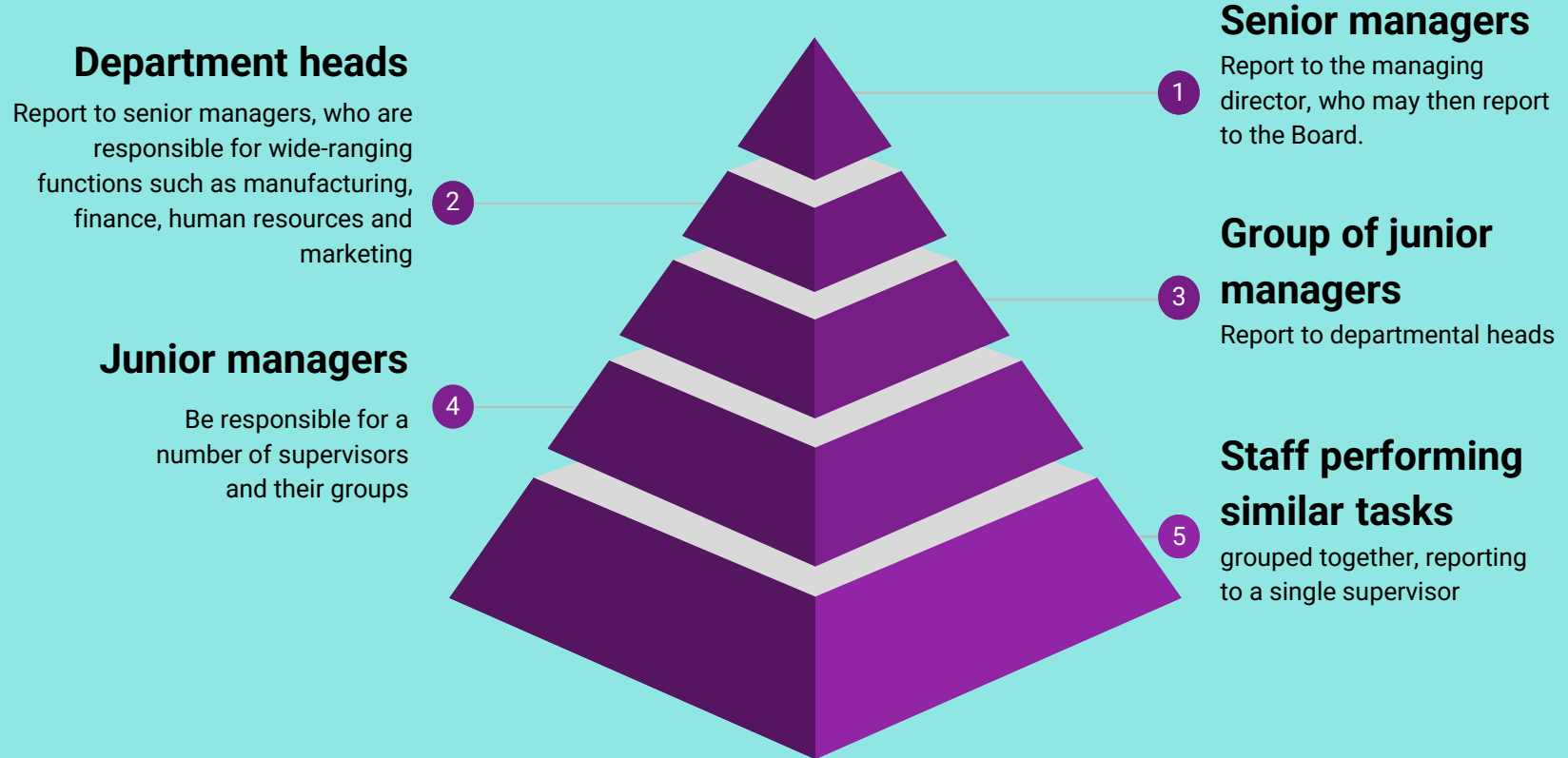- When balanced views are sought

Elements of a hierarchical structure

Staff performing similar tasks

Junior managers

Senior managers

Elements of a hierarchical structure

Groups of junior managers

Departmental heads

TRADITIONAL HIERARCHICAL STRUCTURE OF ORGANIZATIONS

- **Staff performing similar tasks -** grouped together reporting to a single supervisor;

- **Junior managers** – responsible for several supervisors and their groups;

- **Groups of junior managers** – reporting to departmental heads;

- **Departmental heads** – reporting to senior managers, who are responsible for wide-ranging functions such as manufacturing, finance, human resources and marketing;

- **Senior managers** – reporting to the managing director, who may then report to the Board.

TRADITIONAL HIERARCHICAL STRUCTURE OF ORGANIZATIONS

Senior managers

Report to the managing director, who may then report to the Board.

1

Department heads

Report to senior managers, who are responsible for wide-ranging functions such as manufacturing, finance, human resources and marketing

2

Group of junior managers

Report to departmental heads

3

Junior managers

Be responsible for a number of supervisors and their groups

4

Staff performing similar tasks

grouped together, reporting to a single supervisor

5

TRADITIONAL HIERARCHICAL STRUCTURE OF ORGANIZATIONS

**Senior managers
(wide-ranging functions)**

Department/Unit Leads

Junior Managers

Supervisors

**Staff performing
similar tasks**

Line operator
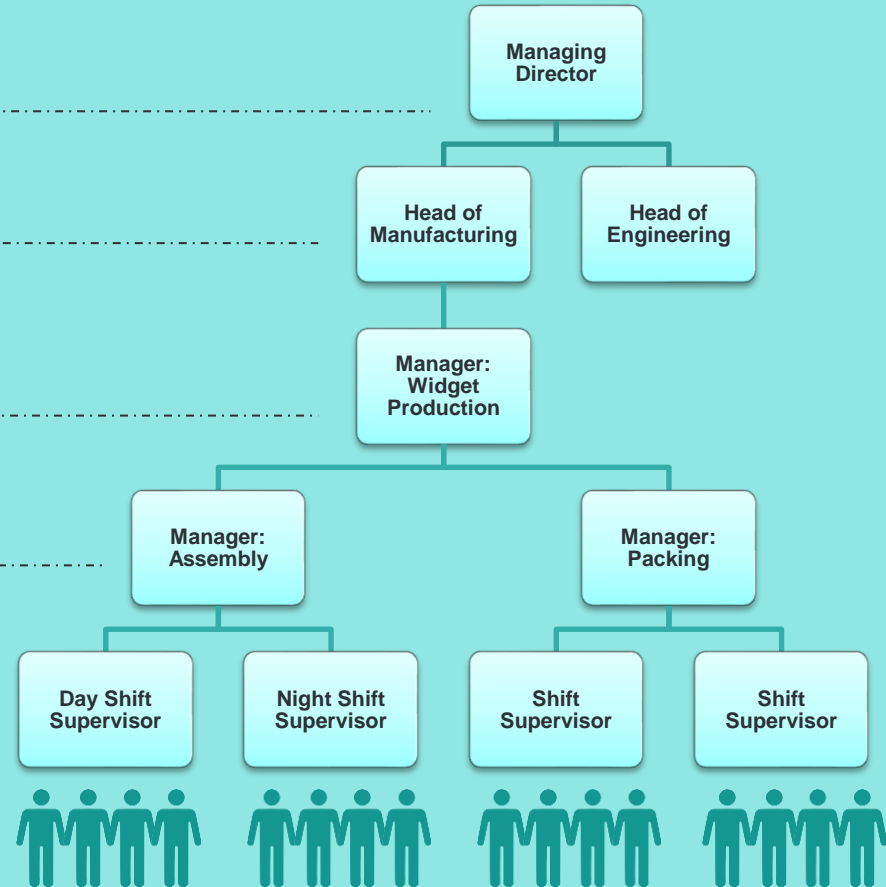
Managing Director

Head of Manufacturing

Head of Engineering

Manager: Widget Production

Manager: Assembly

Manager: Packing

Day Shift Supervisor

Night Shift Supervisor

Shift Supervisor

Shift Supervisor

29

Team Size – Group Size

Team:
5 → 7 people

Group:
10 → 20 people

THE FUNCTIONAL TEAM

Functional lines: people working together carry out the same or similar functions.

A functional team: a team in which work is carried out within such a functionally organized group.

The functional team

The project (single) team

- The project, or single, team consists of a group of people who come together as a distinct organizational unit in order to work on a project or projects.

- The team is often led by a project manager, though self-managing and self-organizing arrangements are also found.

The functional team

The Matrix team

- In a matrix team, staff report to different managers for different aspects of their work. Matrix structures are often, but not exclusively, found in projects.
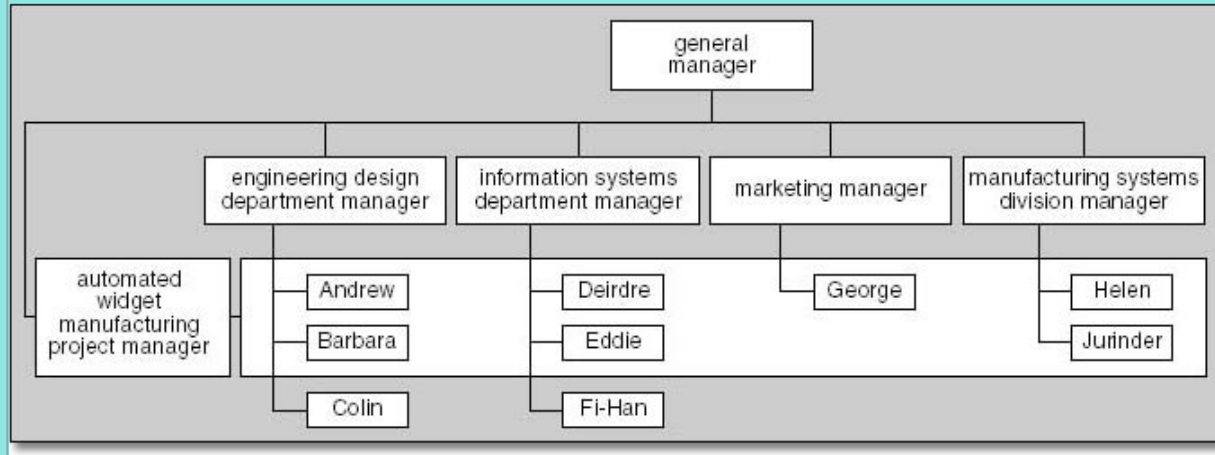
- Matrix structures are more common in large and multinational organizations.

The matrix team

For a matrix team, it is important to overcome the problems staff might have with the dual reporting lines *(the 'two-boss' problem)*.

This requires building good interpersonal relationships with the team members and regular, effective communication.

The functional team

The Contract team

- Is brought in from outside in order to do the project work.
- The client will judge the success of the project.
- A variant of this is the so-called "outsourced supply team": the team is physically situated remotely from the project manager.

The functional team

Mixed-structure Team

- Some members may be employed to work full time
- Others may work part time
- Some may be part of a matrix arrangement
- Some others may be part of a functional hierarchy

ACTIVITY 4 - DISCUSION

- Which team model is the best for a large and complex problem?

- Which team model is normal for a straightforward task?

- What are some of the relative benefits and drawbacks to some of these team configurations?

The Modern Teams

03 other important types of team:

- **"Self-managed teams"**
- **"Self-organizing teams"**
- **"Dispersed Virtual teams".**

Comparing Self-managed and Self-Organizing Teams

Self-managed team	Self-organizing team
Usually part of the formal reporting structure	Usually outside the formal reporting structure
Members usually selected by management	Members usually self-selected volunteers
Informal style of working	Informal style of working
Indirectly controlled by senior management	Senior management influences only the team's boundaries
Usually a permanent leader, but may change	Leadership variable – perhaps one, perhaps changing, perhaps shared
Empowered by senior management	Empowered by the team members and a supportive culture and environment

Why do (only some) teams succeed?
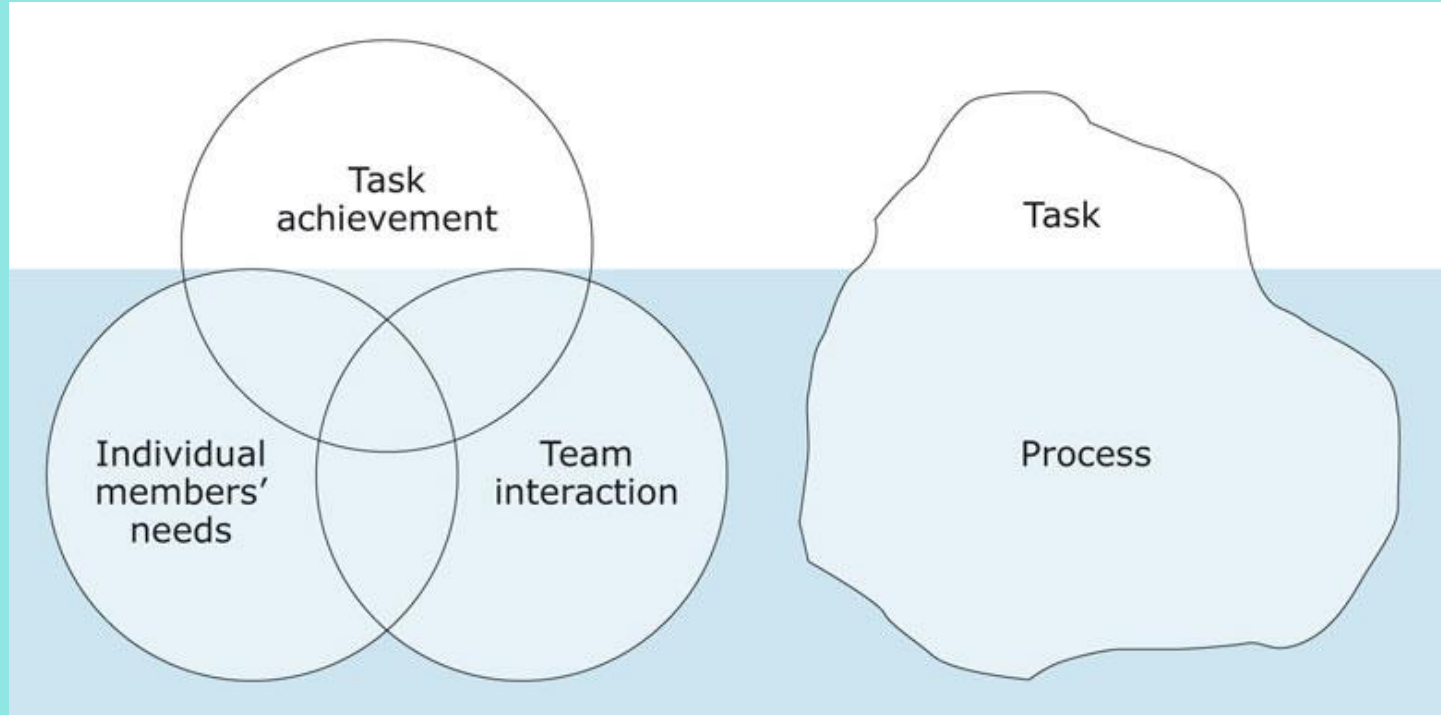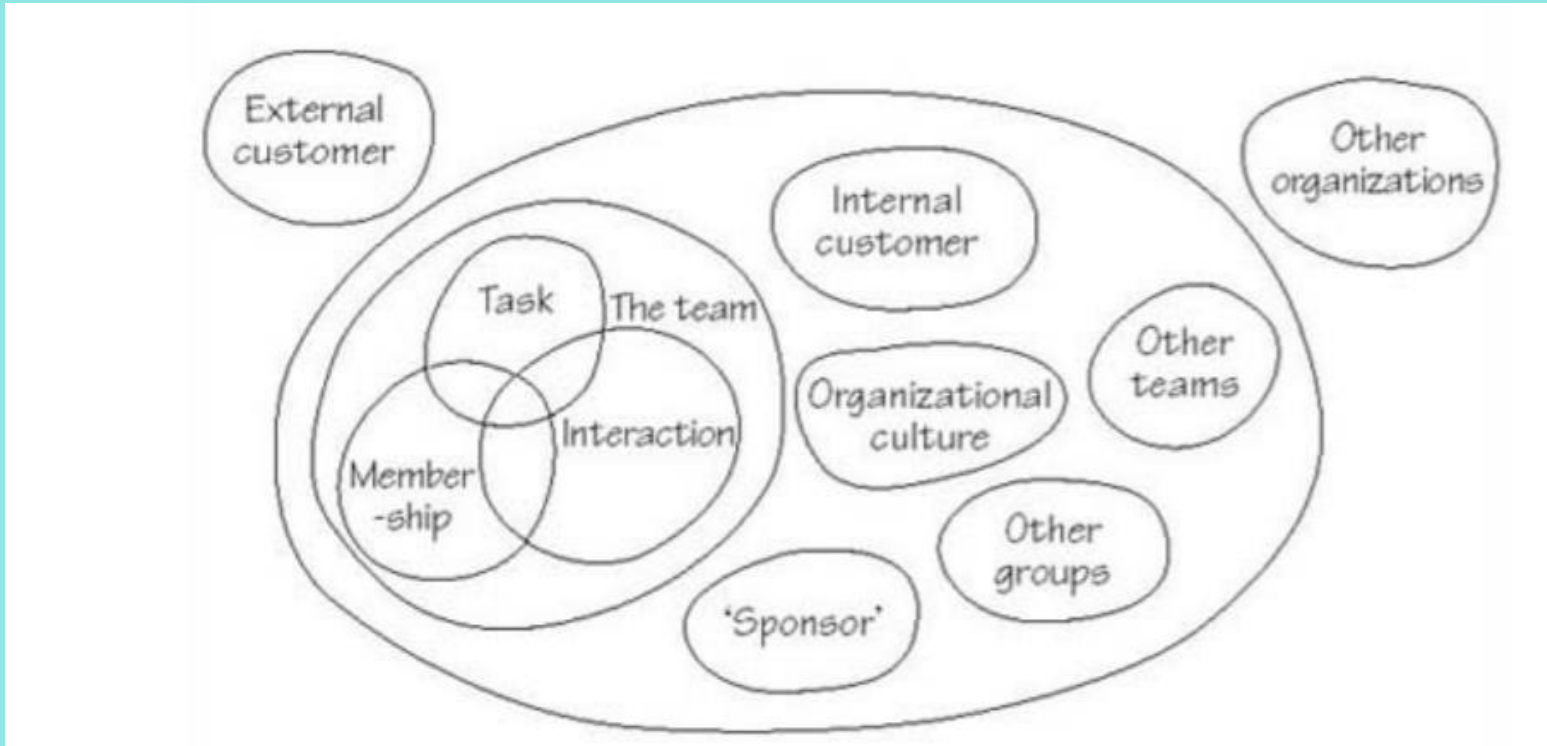
Systems map showing components influencing team effectiveness

Q&A