

Department of Computer Science

Course: Introduction to Effective Business Communication

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Group No: 8

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## **Reflection Paper**

### **Introduction**

Communication is the core foundation of how people exchange information, ideas and feelings. It is a key to build a relationship between people, whether personal or professional. Each and every person express themselves in different ways, depending on their personality and experiences. Differences in communication style can lead to barriers in communication causing things like conflicts, misunderstandings or even decrease productivity but it is not always the case. In this report, we will get to see how three people with distinct communicating style work together to ultimately create a well-balanced team dynamic despite their differences.

### **Communication styles**

Seth – The direct communicator

Seth is the type of person who believes that clear and straight to the point communication saves time. To avoid confusion or miscommunication, as well as to get efficient result, he usually speaks of his ideas directly and focus on what needed to be done. He might come off as being too blunt or even rude to some people but he says being honest helps people understand and communicate with each other better, avoiding miscommunication as a whole. Sometimes he struggles a little bit at taking hints or body language used in indirect communication. With Seth around, things almost always get done easier and faster since he is quick to complete tasks that is given to him. Having Seth as a teammate works out really well since his directness help handles the work and task that we have to do ultimately pushing everyone to make a quick decision, getting things done and move forward.

Ty – The spirited and occasionally direct communicator

Ty brings energy and enthusiasm to the conversion. She loves to brainstorm ideas, coming up with things for the team helping to inspire them but the downside is that she often side tracked and go off topic. She tends to talk big about something and is more interested in

the overall rather than focusing on the minor details. She's usually the person to start a conversation with new people in a way where it is a mix of humor and a proper mannerism. When it comes to her own school works, she's sometimes lazy but always gets things done before the deadline and does a good job. In teamwork wise, she is not afraid of sharing her ideas and work as a team to get our objective done as soon as possible, she says that when it comes working with other people procrastination is not ideal. Ty's spirited communication style always helps us bond as a team as her humor and jokes always make our time more fun and enjoyable but also pushes us to be better with our work.

#### Chay – The considerate communicator

Chay, on the other hand, is well adaptable with people and his environment. Chay is usually more quiet than usual as he finds peace and comfort in listening to other people talk. Before speaking, he always takes his time to process his thoughts first to ensure that he uses the right words and expression, he does this to be considerate of other's feelings since he does not want them to be hurt. A bad habit about Chay is that he tends to procrastinate a lot and teamwork is not an exception either but despite that he is often the one who helps summarize our ideas together, clarify misunderstandings as well as making sure everyone's opinion is heard. He usually tries to understand people's all sides and perspectives, he believes that there is always more than one truth. When conflict arises, Chay acts as the peacemaker, keeping the conversations calm and leading back on track. His empathic and supportive personality helps balance Seth's directness and Ty's liveliness.

#### Reflection/Process

When the three of them started their first meeting for the project, their differences in communicating and their style quickly became really clear and apparent. Seth was the first to approach the problem by organizing a meeting at our campus co-working space or is usually known as the school's library. Again, Seth was also the first one to arrive while Ty and Chay were eating and taking a stroll around to help digest the lunch they just had. Once everyone settled in, Seth immediately jumped right into discussion by saying "Alright guys here's what we need to do and this is the division of the tasks that we need to complete for this report". His tone was firm and straightforward although his confident makes him sound slightly bossy. He wanted to finish writing the report as soon as possible before the deadline. Ty, however, had a very different opinion and approach. She leaned back into her chair, eyes filled with excitement and relaxed mannerism, totally different from the serious and stiff Seth, she said "Actually, before we jump into planning and dividing tasks, why don't we lay out our ideas and brainstorm first? Let's see the overall of what we are going to write about first no? what if we do something more interesting" She started sharing all the ideas with great enthusiasm, the expression grew more and more lively as she spoke. She proposed ideas that were somewhat creative and interesting but rather a little bit farfetched from what the original topic was supposed to be about. She said something about comparing non verbal communication like people who use sign language to

people that communicate with words to see which one would cause more misunderstandings, she even went on about how they could include a little bit about how different it is between modern communication and ancient storytelling, folklore style of communication. The room was suddenly bright and lively but as her energy filled the room, the flow of Seth's way and the structure he was trying to maintain was also disrupted. Seth replied by saying "sure but let's not go too far, that is too unnecessary. I don't want us to waste time chasing over ideas that isn't required." As the discussion continues back and forth, Chay can be seen writing down on his notes, observing the two people closely. He noticed that Seth's way of doing things can come across as dismissive and self-entitled while Ty's is inspiring but is all over the place without any actual details. At one point, the conversation became heated and they started talking over each other, that was when Chay decided to gently intervene to calm down the situation. He suggested everyone to lay out their opinions and thoughts first no matter how different it is, then they together, they can all help find the middle ground. By quietly observing the two, Chay was also able to deduct their strong and weak points so he began to ask if he can give his opinions. Ty and Seth both paused for a little bit as they realized that Chay's approach could help bring out and merge their differences avoiding team conflict so they both urge Chay to be more assertive about his opinion. Taken into consideration of their communicating style, Chay knows that Ty's is good at storytelling due to her unique way of expressing herself paired with Seth's ability to efficiently make decisions and firmly dividing tasks, Chay offer the solution that Ty could work on the details of how those three was able to work together and overcome their communication style barriers while Seth can help set up the upcoming meetings and work on the introduction as well as the conclusion section, and finally, Chay will take care of describing each of their communication style since he is good at understanding people. With this, each of their role is now set. They all grinned as look at each other, satisfied with the result of their first meeting. In this way, it allows all three of them to fairly contribute in their own specialty.

As the days went on, their communication became smoother. Seth created a shared online document for everyone to write in so they can all update it and write their own part out. Seth quickly worked on his part and was the first to get it done with. Ty also began to list out each of the events that was happening with a bunch of nonsensical that could only be understood by her in her section while leaving a bunch of comments on Seth's section. He found it a bit distracting at first but quickly realized that her comments often lead to improvements. Chay just works in the background by organizing everything so it is easier to look work with.

During their second meeting, Chay was running late but he came with coffee and drinks for everyone to make up for it. Seth started off by saying "Thanks a lot Chay for the drinks but make sure to finish up your work too buddy." For some reason, Chay has been procrastinating on writing his parts which made Ty and Seth a bit frustrated with him, Ty herself finds this amusing since she is usually the lazy one when it comes to her own work but working in group gives Ty a sense of responsibility helping her manage well with the meeting the deadline. Chay just nodded and laughed a bit at how Seth started off the conversation. Ty jumps in and asked

“Well what do you think about my comments?” Seth replied “Thanks but make sure it’s a bit more straight forward next time.” Chay adds on “We will find the balance. I’ll help sort out Ty’s comments.”

Over time, the group has learned to adapt to each and one another really well. Seth grew more patience and often ask Ty and Chay for their input and suggestions before deciding on something. Ty also started making her notes more comprehensible so the others can review what she is planning to write while Chay remains the group core member that kept the group stability and support, ultimately guiding the conversation whenever it’s about to escalated. By the time they deadline was near, they report also begins to reach its final state. Their synergy became undeniable. Seth’s directness ensure they stayed productive and on time for the deadline. Ty’s spirited personality helps brighten ups the mood bringing life and creativity into their discussions keeping the team motivated. Chay’s consideration connected everyone, highlighting each of their traits creating a perfect team. Afterward, they look back and laughed about how different their first meeting when they first started working together as a group had been. “Honestly,” Ty said with a smile on her face, “I thought Seth was annoyed at me the whole time” Seth smirked, “Well not annoyed, just... focus, you know?” Chay chimed in and said “Oh here I thought Ty was pissed at me since she kept asking me to finish my section while I kept delaying it. Sorry buddy, I was genuinely busy.” Ty quickly replied with a chuckle “I was not mad but definitely and surely frustrated. It’s alright though, I tried to understand.” “Well, it pains me to make you guys deal with that too! I was trying my best to keep the peace” replied Chay. In the end they all agreed that their differences had turned into their biggest strength allowing them to climb the biggest barrier improving their communication skills. Their collaboration proved that teamwork is not just about everyone trying to become the same and communicating in the same manner, it is about learning to adapt to each other, learn and appreciate what each person brings to the table. Being open-minded makes them able to respect one another enough and discovered that their differences and diversity in communication can lead to better success, creativity and much more genuine understanding from different aspects.

### Conclusion

Through their shared experience, Ty, Seth, and Chay showed how contrasts in communication style can improve and strengthen both friendship and teamwork. Their success did not come from similarity but it came from them learning how to put aside their differences to work together, to complement each other so that their uniqueness and ability can shine through. Seth provided focus. Ty inspires the team while Chay helps maintain harmony. Together, they demonstrated that effective communication is not just having one perfect style, people should listen more, learn, adapt, and value each other’s perspective. Their report paper project became more than just an academic task, it was proof that effective communication is when different voices, opinions, and style find common ground.