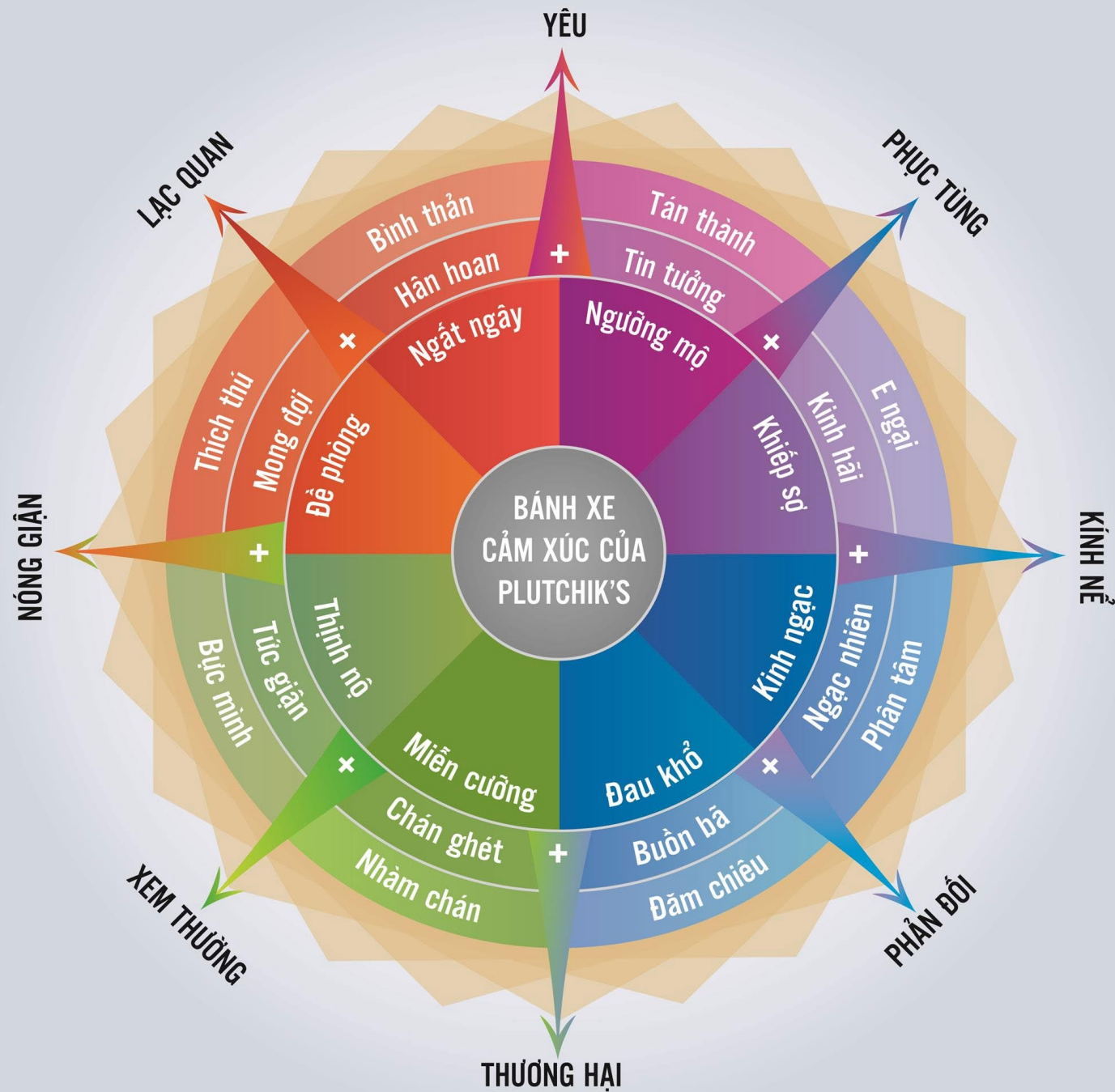MAI ANH DUY (Andy)

DuyMA@fe.edu.vn

Email subject:

1. IB1605-Common Goal Setting – Group's name
2. IB1605-Test Name- Student's Name

- **Who are you?**
- **What are we doing here?**
- **How to pass?**
- **Why should we learn about working in group?**

Who are you?

Team Introduction

- What is my strength(s)/ career objectives/ favorite doing(s)?
- What I can do to help others?
- What I can do differently? Or what makes me different?
- Why you should pay attention to what I am saying?

Team Members' Roles

- Team Concept: ……………
  – Creative: ideas/ concepts
  – Artist: design/draw/décor game
  – Software Development: code/game
  – Tester: test the game
  – Presenter/ Marketing: introduce the game to players

Chapter 1:
Introduction to Group Communication

This is to find solution IF your team are in such a terrible situation…

A: prepare ppt

B: prepare music

C: prepare games

D: present

D absent on presentation date, what will you do?

Personal Goal

Tiến: Web developer

- Read book -> support study -> personal development

- Play game -> fun -> personal relax

- Study what I like personal development

- **Andy** – **family**+ fish+cat

- Read book => work => salary

- Play game => JOB => salary

- Study => job => salary

- Money=> bills => family

Set a common goal for your group (15mins)

Common goal: …Small 2D Game by slot 27

S.M.A.R.T GOAL: SPECIFIC – MEASURABLE – ACHIEVABLE – REALISTIC - TIMEBOUND

- Team member A:
- Team member B
- Team member C:
- Team member D:
- Team member E:

- *Sample projects done by previous SSG103 courses' students: https://www.facebook.com/FPTUSoftSkills/*
- *Next step – to prepare the Project Proposal – refer to chapter 11 Business Communication textbook – Proposal section. Teams to present on slot 6 (assignment 1)*

How to Succeed in Groups

Listen — Listen effectively

Understand — Understand your role

Contribute — Actively contribute

Ask — Ask clear questions

Establish — Establish a professional rapport

rap·port *noun*

BrE /ræˈpɔː(r)/ 🔊 ; NAmE /ræˈpɔːr/ 🔊

[singular, uncountable] **rapport (with somebody) rapport (between A and B)** a friendly relationship in which people understand each other very well

• *She understood the importance of establishing a close rapport with clients.*

• *Honesty is essential if there is to be good rapport between patient and therapist.*

• *There was little rapport between the two women.*

• *She felt an instant rapport between them*

Ears

Eyes

Undivided Attention

Heart

The Chinese Symbol for LISTENNING

How to Succeed in Groups (P.3)

1. Communicate effectively with culturally-diverse members (observe, open, respect, respected)

2. Use language effectively

3. Convey a professional image

4. Resolve group conflict
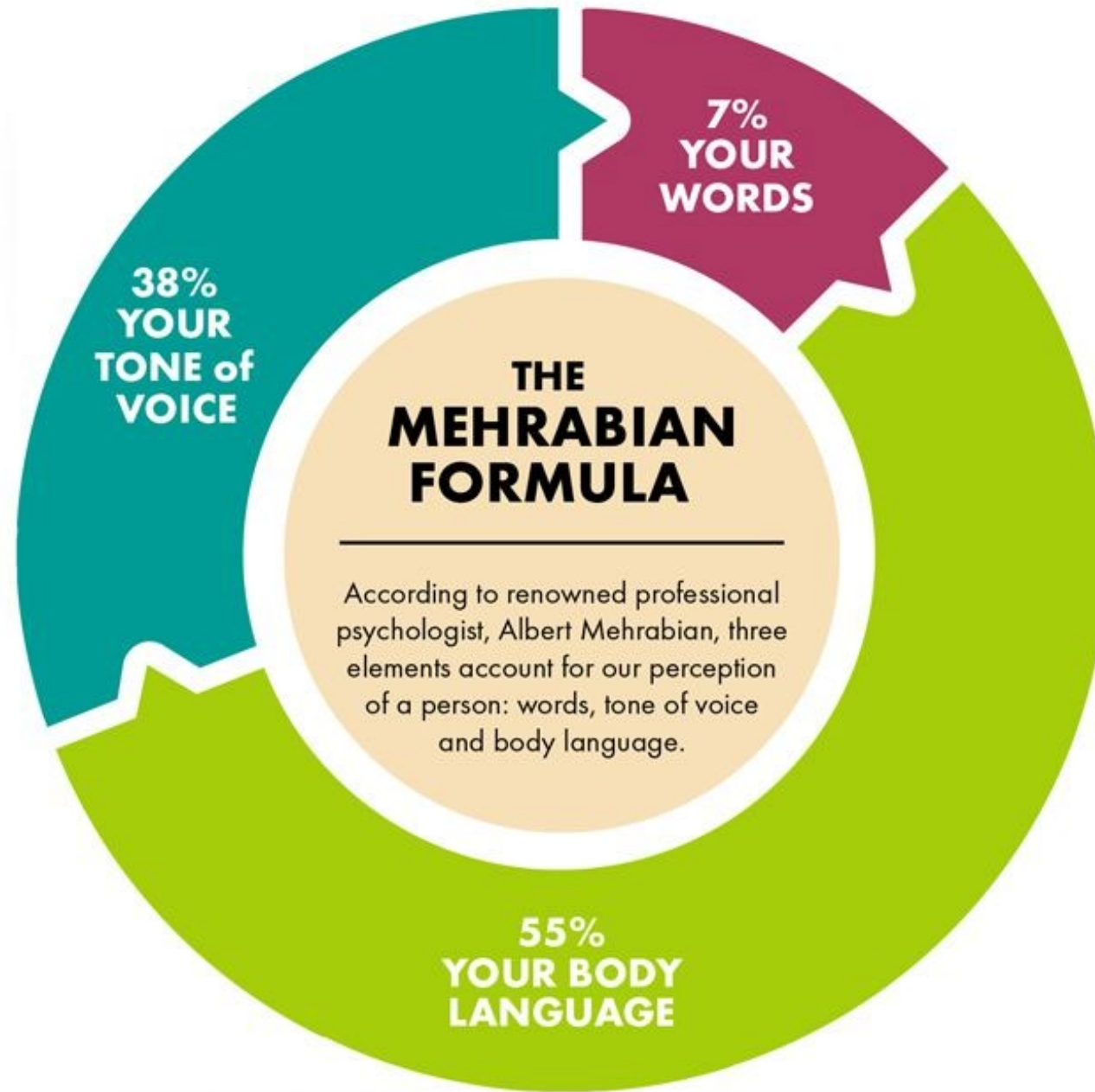
5. Demonstrate leadership

PROFESSIONALISM

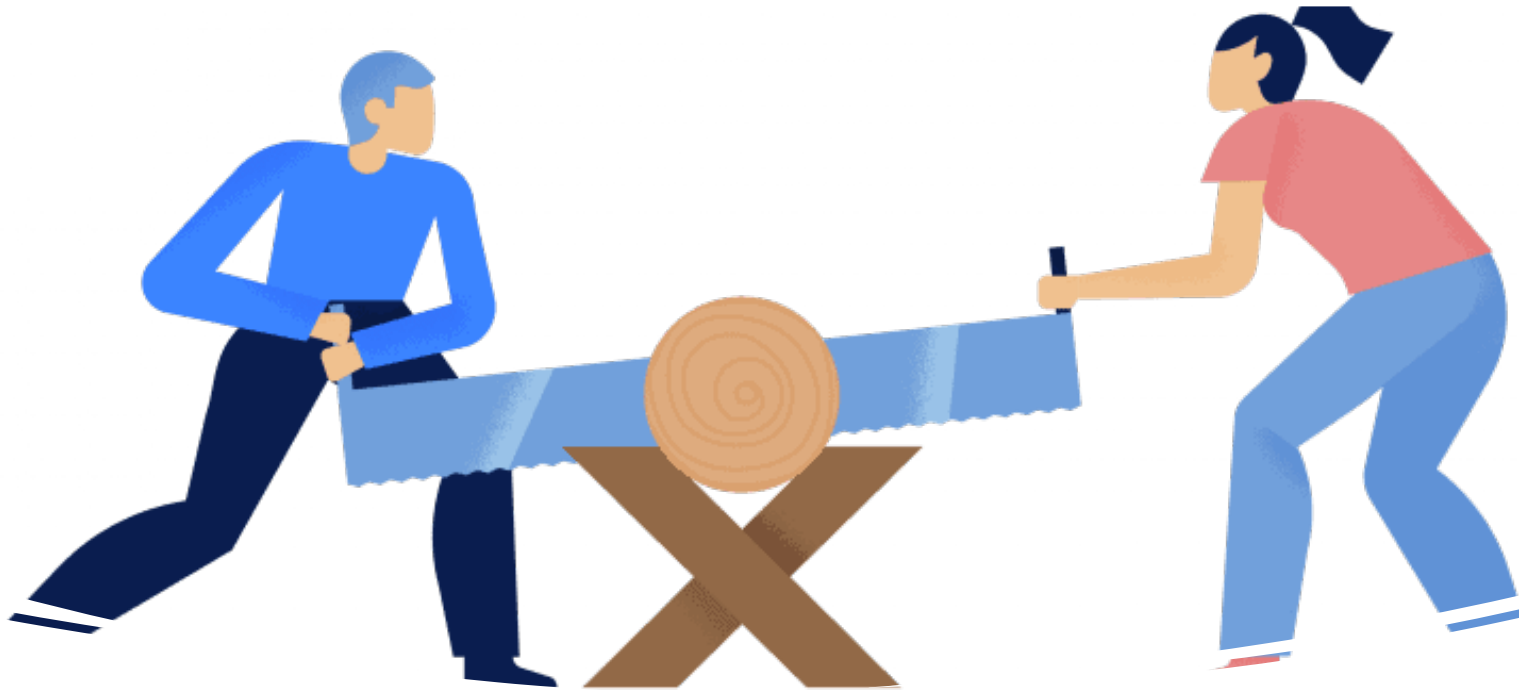- *Appearance.* If you are characterized by being one step above your employer's standards you will never be out of fashion in the opinion of those whose opinions matter.

- *Behavior.* Just like *Appearance*, whatever the standards are (as stated in the employer's code of conduct, core values, and behavioral policies), be characterized by always being one step above the standard. This includes genuine respect of others regardless of their respect for you (if you set the professional example, you encourage others to rise to the same level).

- *Work Culture.* Some organizations prize arriving early and staying late; others are okay with working from home. Whatever the standard, fit within it and always aim high.

- *Communications.* Fair or not, people judge someone's intelligence by how well they communicate. This means using the right word; spelling and pronouncing it correctly; and surrounding it with proper grammar and punctuation. Professionals get this, so their written and spoken communications follow the standards for what is correct and appropriate for each audience with whom they interact.

- *Responsibility.* Takes full responsibility for his or her actions, words, behavior; is willingly accountable; makes no excuses.

UNPROFESSIONALISM

▼

- Showing up late or delivering assignments late.
- A sense of entitlement.
- A poor work ethic, including not focusing on the work or being too casual.
- Gossip, which is speaking about others behind their backs.
- Complacency (lacks urgency and the desire to grow and improve).
- Minimal performer who the very least required to maintain employment.
- A lack of coach-ability (resists direction).
- Conducting personal business at work (which includes texting, social media, emails, and personal calls).
- A lack of humility (thinking you are better than you really are).
- Whining and complaining.

7%
YOUR
WORDS

38%
YOUR
TONE of
VOICE

THE
MEHRABIAN
FORMULA

According to renowned professional psychologist, Albert Mehrabian, three elements account for our perception of a person: words, tone of voice and body language.

55%
YOUR BODY
LANGUAGE

Do you have any shared goal?

How to find people share your goal?

Desired Professional Image VS. Perceived Image

- Ask yourself the question: What do I want my key constituents to say about me when I'm not in the room? This description is your **desired professional image**.

- Likewise, you might ask yourself the question: What am I concerned that my key constituents might say about me when I'm not in the room? The answer to this question represents your **undesired professional image**.
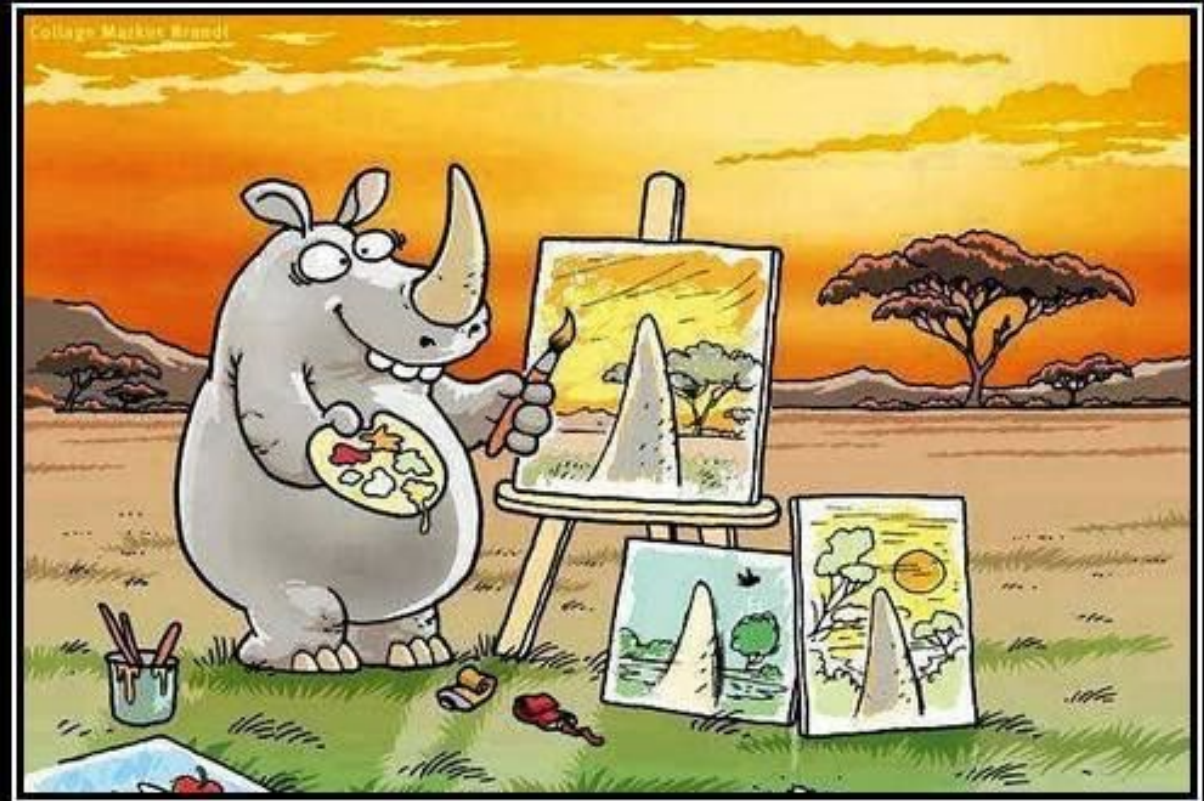
Leadership

https://www.youtube.com/watch?v=1SkLh5FuH5A

QUIZ

1. WHAT DO YOU CALL A TEACHER WHO TREATS SE STUDENTS BETTER THAN GD STUDENTS?

    ----

2. List down 3 components of group communication process

    ----

3. What is NOISE in group communication?

    ----

4. The perfect number of group member is

IF U HAVE A RHINO IN YOUR GROUP, WHAT WILL HAPPEN?
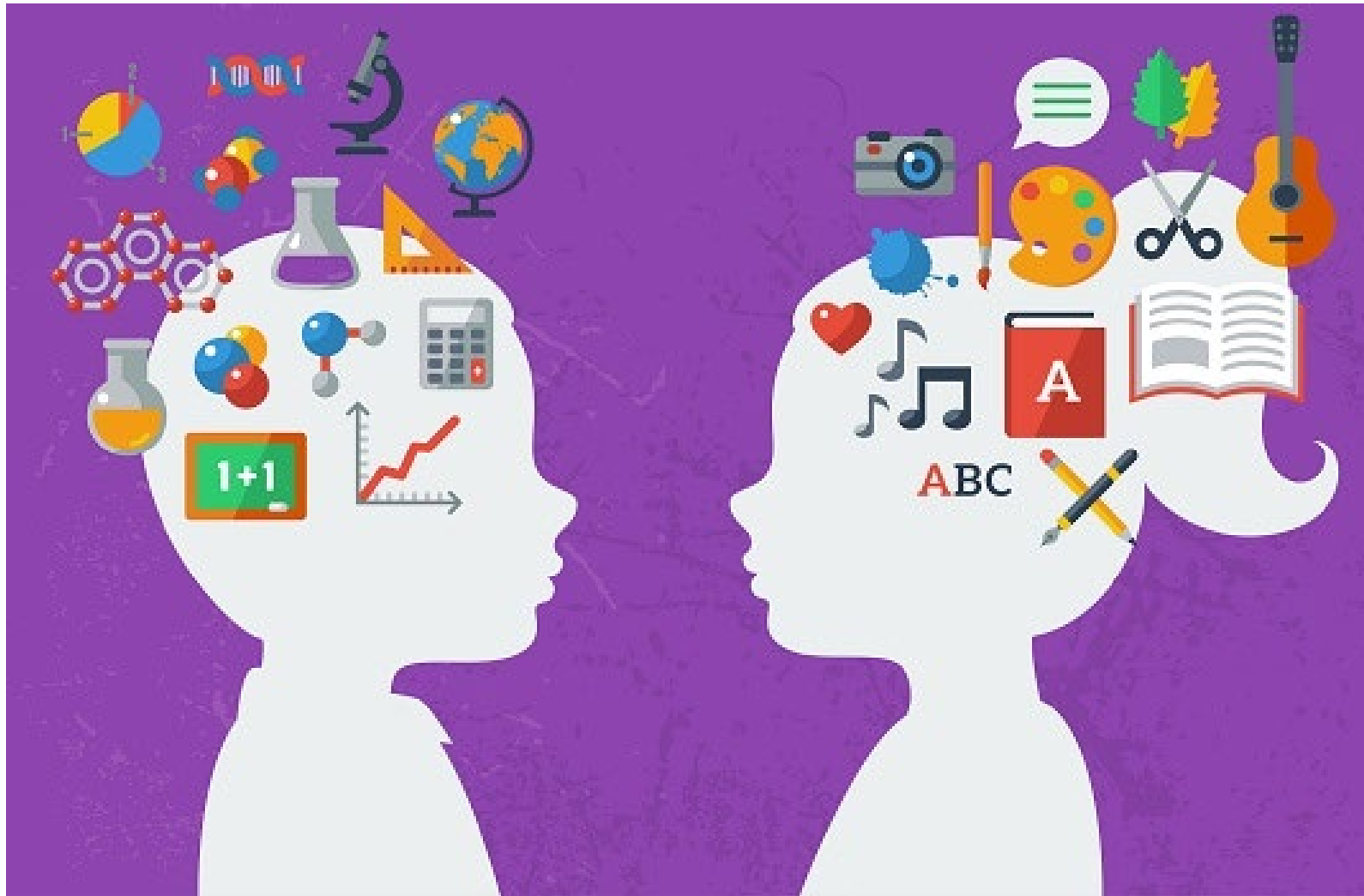
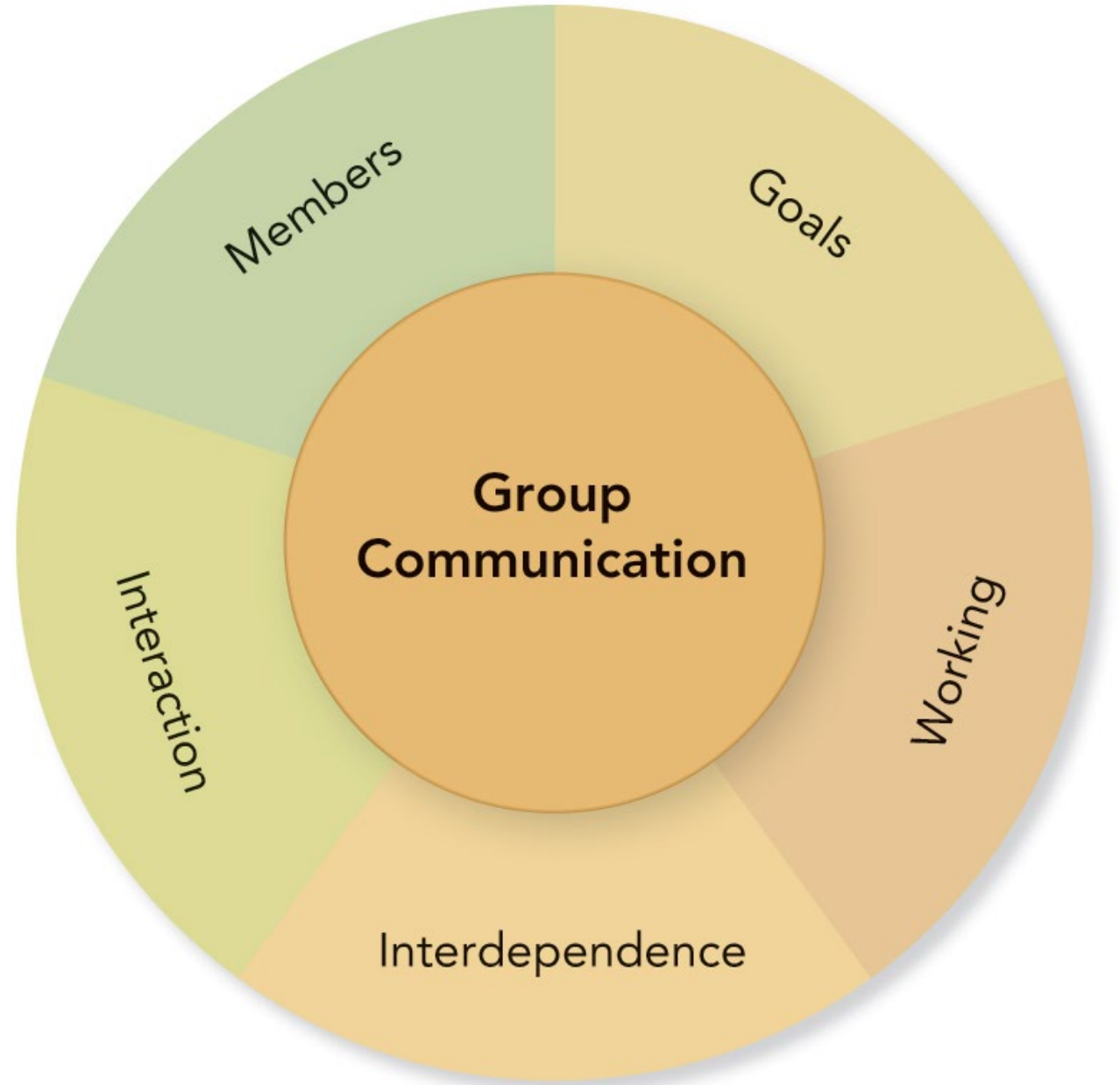Stereotype frame of thinking

Discrimination

Can we discriminate someone without knowing it?

- Dear Mr/ Mrs

- …..???

- ….???

Defining Group Communication (P.4)

The interaction of
≥ 3 interdependent
members working to
achieve a **common goal**
which is **clear for
everyone.**

Components of Group Communication

Interaction
vs
Interdependence

- Interaction:

  Organ system work together to do a specific job.

- Interdependence

  Organ systems depend on each other and cannot work alone.

Defining Group Communication (P.4)

Group/ Team: Three or more members

Quiz:

- How are groups limited when there are less than 5 members?
- How are groups limited when there are more than 12 members?
- What is the ideal size for a problem-solving group?

Defining Group Communication

Interaction

- Group members use verbal and nonverbal messages to generate meanings and establish relationships.

- Group communication requires interaction.

Defining Group Communication

Common Goal

- Defines and unifies a group
- A clear, elevated goal:
  - ✓ Separates successful from unsuccessful groups
  - ✓ Guides action
  - ✓ Helps set standards – microsoft, fsoft
  - ✓ Helps resolve conflict
  - ✓ Motivates members

Defining Group Communication

Interdependence

- Each group member is <u>affected</u> and influenced by the actions of other members.

Working

- Group members work <u>together</u> to achieve a <u>common goal</u>.

Quiz

Which of the following situations best represents group communication?
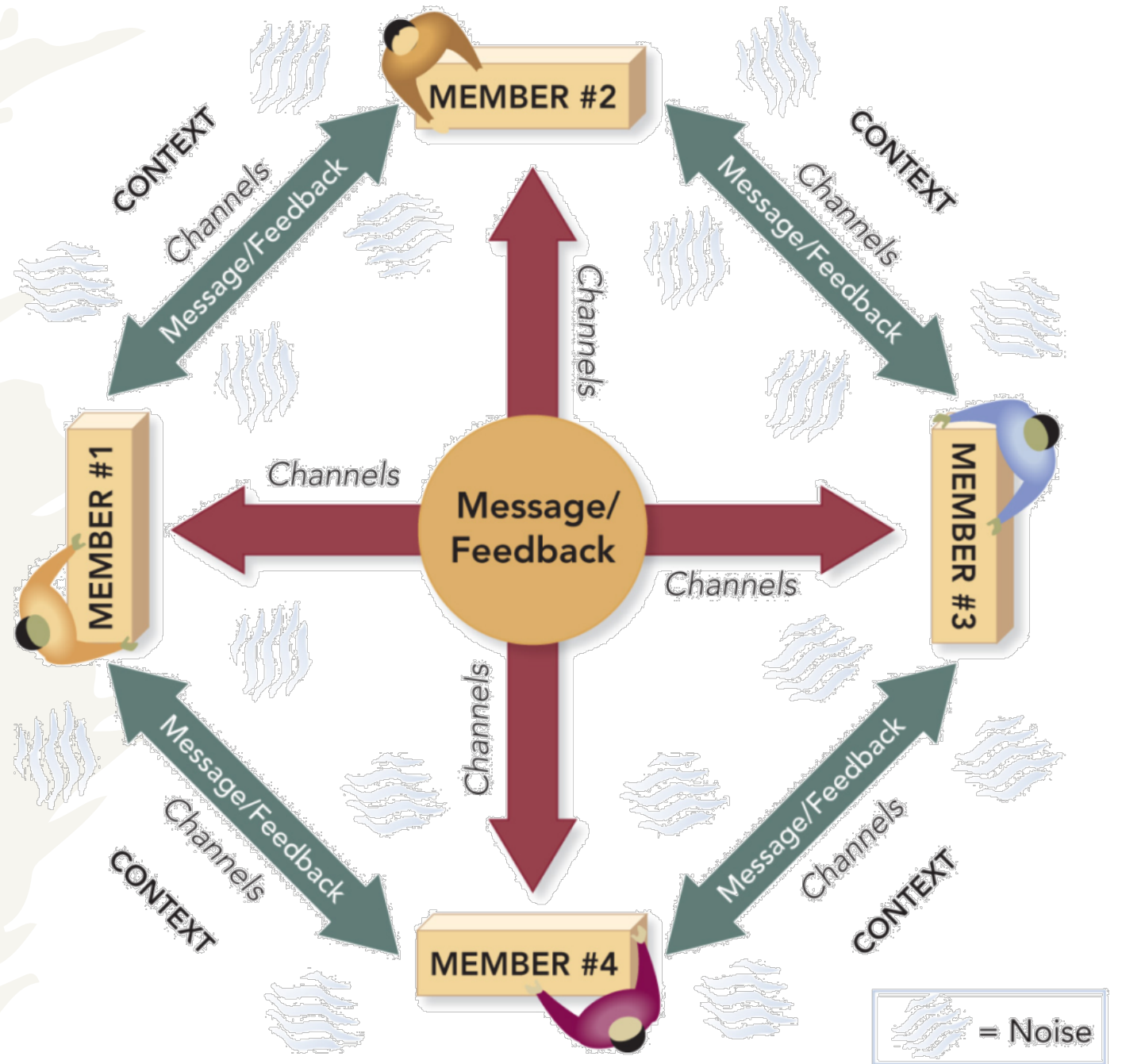
a) People talking about politics in an elevator

b) People discussing the weather in an airport

c) Parents cheering at a school soccer match

d) Jury members deliberating a court case

e) An audience listening to a concert

Communication Process

Basic Elements:

- Members

- Messages

- Channels

- Feedback

- Context

- Noise

Group Communication Process

Group Communication Process:

Match the Concepts

A. Members

B. Messages

C. Channels

D. Feedback

E. Context

F. Noise

___ Anything that interferes with or inhibits communication

___ Ideas, information, opinions, feelings

___ Media used to share messages

___ Recognized and accepted as belonging to a group

___ Response or reaction to a message

___ The positive physical and psychological environment

Group Communication Process:

Match the Concepts

A. Members

B. Messages

C. Channels

D. Feedback

E. Context

F. Noise

_F_ Anything that interferes with or inhibits communication

_B_ Ideas, information, opinions, feelings

_C_ Media used to share messages

_A_ Recognized and accepted as belonging to a group

_D_ Response or reaction to a message

_E_ The positive physical and psychological environment

Your group will answer 1 question in a piece of paper with 100 words

1. HOW Groups receive input and produce output?
2. WHY SHOULD Members are INTERDEPENDENT? What will happen IF members do not interdependent?
3. What is a GOOD GROUP GOAL?
4. Why are groups UNPREDICTABLE?
5. How can groups BALANCE CONTRADICTORY TENSIONS between members?
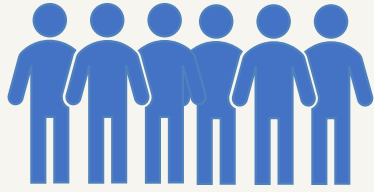
Basic Types of Groups (P.7)

1. **Primary** Groups
2. **Social** Groups
3. **Self-Help** Groups
4. **Learning** Groups
5. **Service** Groups
6. **Civic** Groups
7. **Organizational/ Work** Groups
8. **Public** Groups
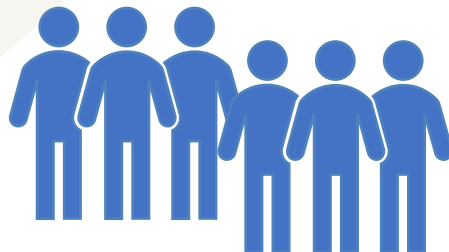
Type of Group	Purpose	Examples of Membership
Primary	To provide members with affection, support, and a sense of belonging	Family, best friends
Social	To share common interests in a friendly setting or participate in social activities	Athletic team, college sororities and fraternities
Self-Help	To support and encourage members who want or need help with personal problems	Therapy groups, Weight Watchers
Learning	To help members gain knowledge and develop skills	Study groups, ceramics workshops
Service	To assist worthy causes that help other people *outside* the group	Kiwanis, charity or volunteer groups
Civic	To support worthy causes that help people *within* the group	Parent Teacher Associations (PTA), neighborhood associations
Organizational	To achieve specific goals on behalf of a business or organization	Management teams, committees
Public	To discuss important issues in front of or for the benefit of the public	Open-to-the-public panel discussions, governance groups

Match the Types of Groups (P. 7)

A. Primary Group

B. Social Group

C. Self-help Group

D. Learning Group

E. Service Group

F. Civic Group

G. Organizational/ Work Group

H. Public Group

(In some cases, more than one type may apply)

C____ Alcoholics Anonymous

A____ Bowling Team

G____ Boy or Girl Scout Troop

ABEG Church Choir

FD____ SE teaching team

EG____ Group Counseling

AB____ Music Fan club

A____ Your family
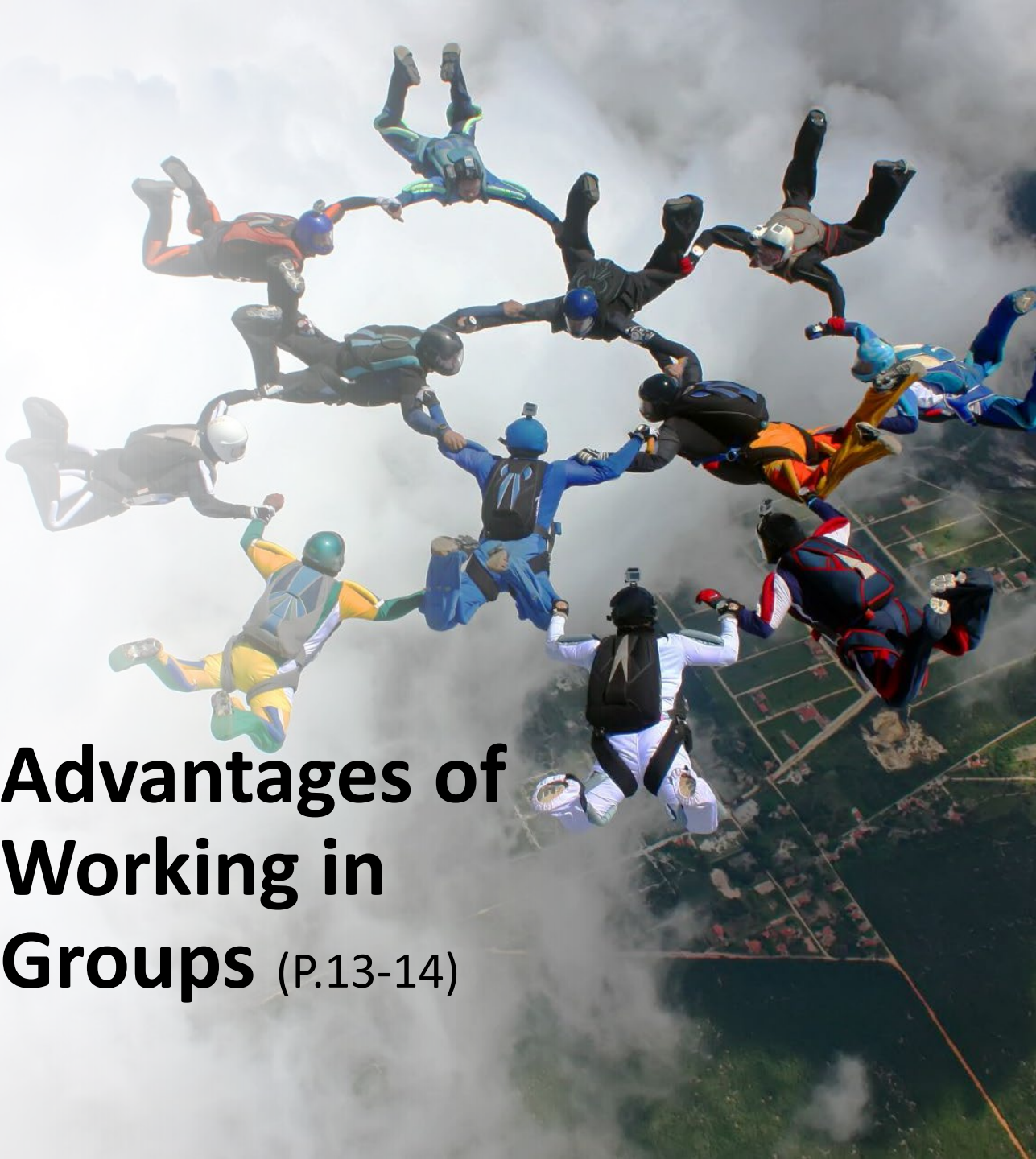
Additional Types of Groups

Work Groups:

- Committees
  - *ad hoc*
  - standing
  - task force
- Work Teams

Public Groups:

- Panel Discussion
- Symposium
- Forum
- Governance Group

1. Group Performance

2. Member Satisfaction

3. Learning

4. Cultural Understanding

5. Creativity

6. Civic Engagement/
Community connection

Advantages of Working in Groups (P.13-14)

Disadvantages of Working in Groups (P.9)

1. More Time, Energy, and Resources

2. Potential Conflicts

3. People Problems

What advantage does the below bring in WIG? (P-9)

1. Universities do survey on company recruitment requirement to edit their study programs that match the company' requirement.

   Civic engagement

2. Video testers test the video before launching.

   Learning/ creativity

3. **Invites an IT teacher to be guest speakers to deliver a short talk in BUSINESS class.**

   Cultural understanding / superior resource

4. **Criteria of an international university: 20-30% of international staff and students.**

   Civic engagement/ member satisfaction/ cultural understanding

What disadvantages of WIG reflect in the below statements?

1. My dog is sick today. (heart/ sleep/ health/ family/ character/ shy/ active/ smell)

2. Vy said: "I want to focus on Vovinam only."

3. I already said it 3 times as you come 1 by 1.

4. I will follow my own method.

PP / Personal problem

Personal problem

Time

Conflict

Balancing Group Dialectics

Group Dialectics

The competing and contradictory components of group work.

Balancing Group Dialectics

The challenge of taking a *both/and* rather than an *either/or* approach to resolving dialectic tensions in groups.

The Opposite Proverb Is . . .

- Birds of a feather flock together.

  "Ngưu tầm ngưu, mã tầm mã."

- He who hesitates is lost.

  "Người do dự là người thua cuộc."

Opposites attract.

Be at each other's throat.

Sing a different tune.

Think or sink.

Look before you leap.

Double check to be sure.

Prevention better than cure.

Balancing Group Dialectics
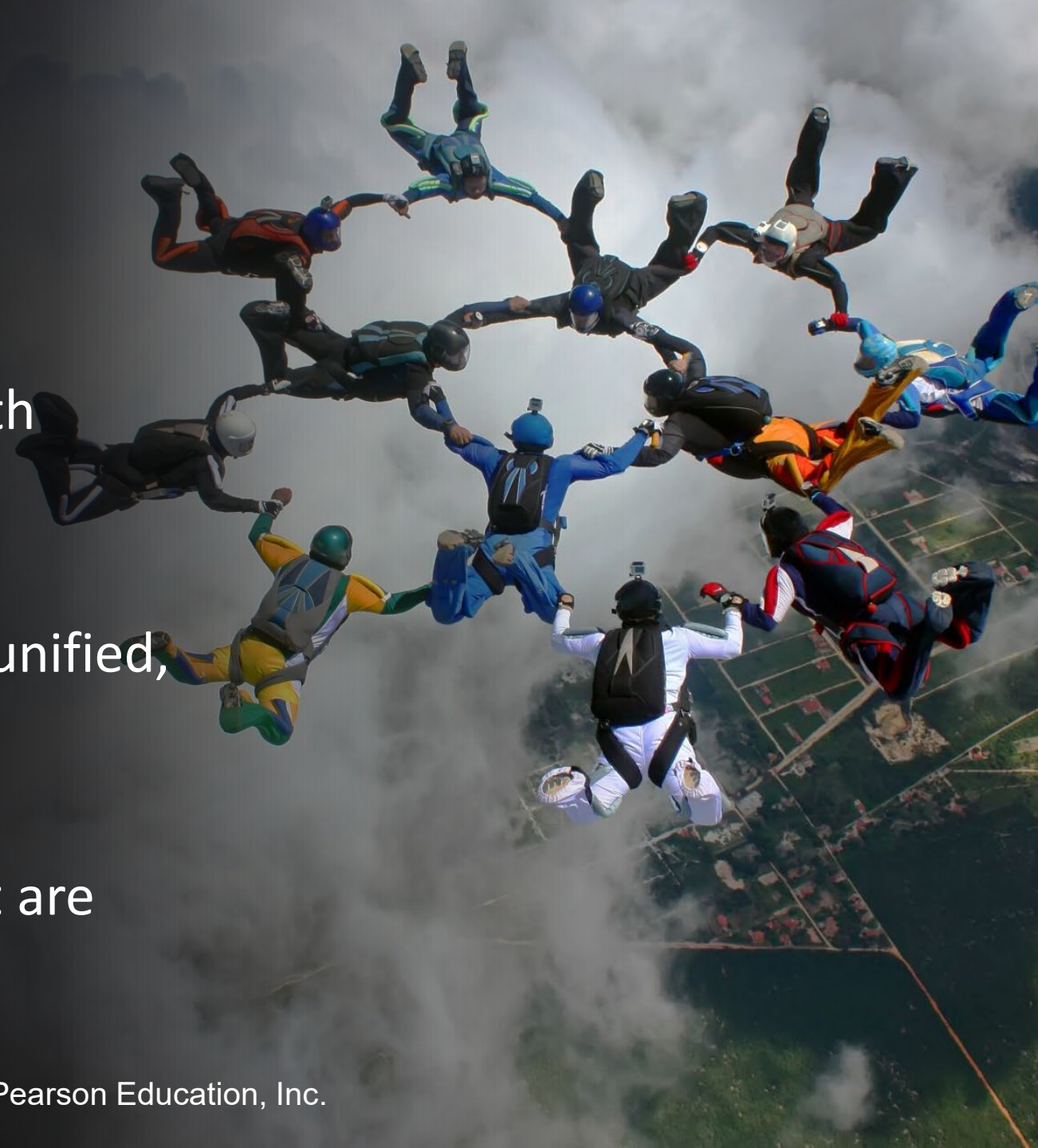
Individual Goals ↔ Group Goals

Personal goals are compatible with group goals.

Conflict ↔ Cohesion

Cohesive groups are committed, unified, and willing to engage in conflict.

Conforming ↔ Nonconforming

Members value group norms, but are willing to change.

Balancing Group Dialectics

Task Dimensions ↔ Social Dimensions

Members want to get the job done and also value their social relationships.

Homogenous ↔ Heterogeneous

Members value member similarities and differences.

Leadership ↔ Followership

Effective leadership requires loyal and competent followers.

Balancing Group Dialectics
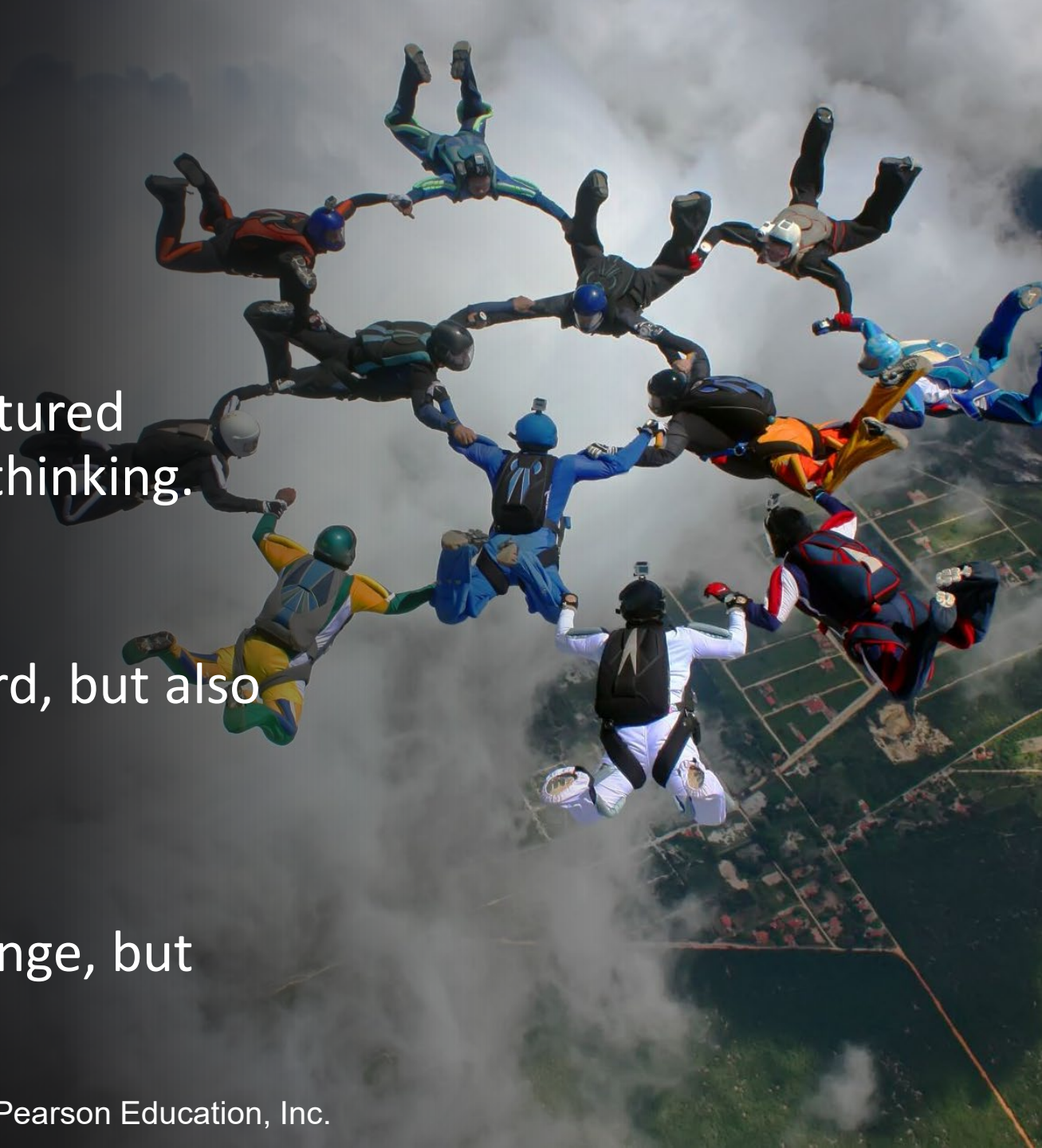
Structure ↔ Spontaneity

Members recognize the need for structured procedures and the value of creative thinking.

Engaged ↔ Disengaged

Members expend energy and work hard, but also need rest and renewal.

Open System ↔ Closed System

Members welcome input and interchange, but also protect the group and its work.

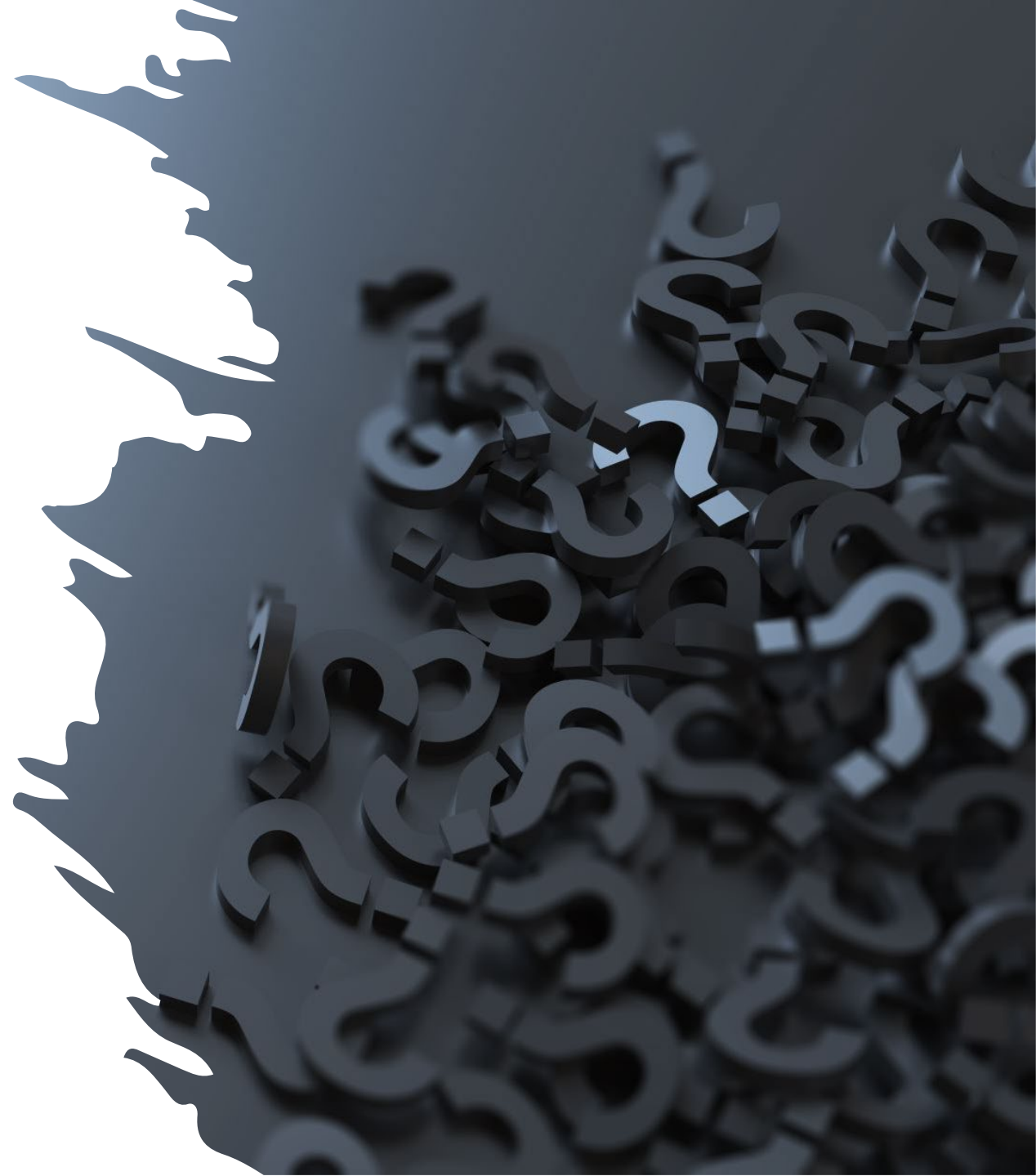# Academic questions

1. What to do with a lazy leader?
   Check chapter 4 (leader) / chapter 3 (lazy)
   → check what you leader needs

2. What about 1 lazy leader/ people is with 2 hard-working people?
   Check role / group goal (chapter 3)

3. Who should be the leader?
   Chapter 4 → check Goal

Match and Define the Dialectics

A. Individual

B. Conflict

C. Open

D. Structure

E. Conformity

F. Leadership

G. Engaged

H. Homogeneous

I. Task

__C__ Closed

__G__ Disengaged

__D__ Spontaneity

__F__ Followership

__H__ Heterogeneous

__I__ Social

__E__ Nonconforming

__B__ Cohesive

__A__ Group

Ethics and Balance

- Do group members agree upon and apply standards of right and wrong to group situations and member interaction?

- Do group members follow the National Communication Association Credo for Ethical Communication?(P-16)

Apply the NCA Ethics Credo

In requesting funds for a school club, the officers exaggerate their needs and suggest that other clubs waste money.

Which ethics credo principle(s) have the officers violated?

A. We condemn communication that degrades individuals . . .

B. We accept responsibility for the short- and long-term consequences of our own communication.

C. We advocate truthfulness, accuracy, honesty, and reason.

D. We strive to understand and respect other communicators before evaluating and responding to their messages.

Quiz

Aristotle offered the "doctrine of the mean" as a balanced approach to ethical behavior. He advised that when you face an ethical decision, you should . . .

a. select an appropriate response somewhere between two extremes.

b. select a response that benefits the most people.

c. select a response that benefits you the most.

d. select a response that is at the midpoint between two extremes.