

NICE TO MEET YOU, TOO

CASE STUDY chapter 2



AGENDA



INTRODUCTION

Executive Summary
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INTRODUCTION

Executive Summary

Issues when take part in a group for the first time

Group development stages

Background Information

The first meeting of a group of community volunteers includes:

Dave, Betty, Ray, Bill and Aisha

Raising funds for building a neighborhood play-ground.

Method: offline

Getting to know each other and discussing about project.





INTRODUCTION

Goals

- Start building the connection among members.
- Increase motivation, engagement, and satisfaction.
- Ensure goals and expectations.

Keyword

- working in group
- first meeting
- acquaintance
- proposing ideas
- giving opinions





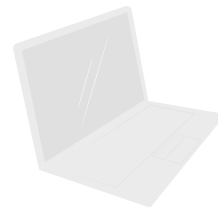
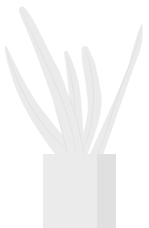
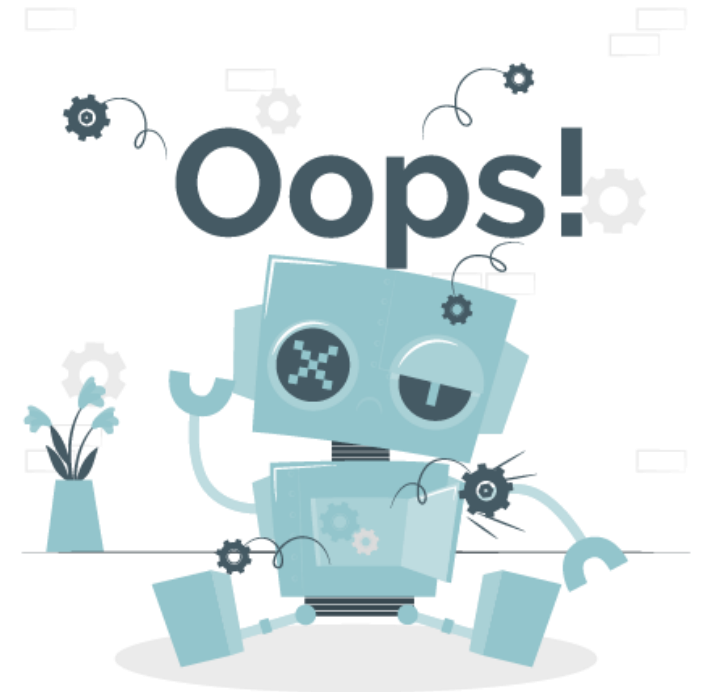
ANALYZATION

Key issues and Problems

First meeting → Tension → Expression problems
(Primary tensions)

Struggle in planning a perfect project → Not well-prepared
Not enough quality time to plan, just raise ideas → Spontaneity
(Dialectic tensions)

The role of leadership isn't clear... → Bad leader → One of main problems.





ANALYZATION

Case Evaluation

Good



By time, members in the group are working more smoothly (effectively), and expressing their opinions in comfy ways.

The connection is gradually formed.

They have already recognized their roles in this project.

→ Commitment



Bad



Not making constructive criticism.

Rejection of suggestions, opinions without appropriate arguments.

Not graceful and respectful.



ANALYZATION

Proposed Solutions

Be informal, more confident and outgoing.

Games or greeting activities.

Consider bonding activities as important part.

Good co-working space.

Small and short talk.

“Best behavior?”

→ **Solution to primary tensions**



ANALYZATION



Proposed Solutions

Leader

- Avoid being domineering.
- Rules for raising voice and expressing opinions.
- Concentrate on common goal.

Every member

- Give constructive, and evidence-based opinions.
- Keep individual feelings in check and respect others.
- Be fair, no prejudice.
- The tension will decrease with time, be patient, collaborative.
- Acknowledge and confront difficulties honestly.

→ **Solution to dialectical tensions**





SUMMATION

Conclusions

**Understand the
significance of
working
in a group**

**Try our best to
solve difficulties
can lead us to a
better goal**

**Fancy the chance
to learn more
social skills**





SUMMATION

Recommendations





REFLECTION

1. What verbal and nonverbal behaviors demonstrated the forming stage of group development?

Verbal: **Tone, Word**

Nonverbal: **Body movement, gestures**

2. In your opinion, which members are most likely to compete for status and influence in the storming stage?

It's Ray.





REFLECTION

3. What strategies did group members use or should they have used to decrease primary tension?

They did: **Handshake, Smile**

They should: **Confident, Informal (tell a joke), Talk about themselves**

4. What, if any, dialectic tensions will affect how well this group achieves its common goal and how well members get along with one another?

They do feel acquainted with each other after the meeting that lasts only a few minutes. There are some problems, such as Dave with dictatorial, or Bill, who is unable to talk about his bad feeling about Dave, and maybe the whole group when they ignore Betty, but these are not a huge problem if they move closer to It's Raeach other.





CREDITS

Edited by: Dolphin Group – SSG103 / SE1602

Content contributors: Dang Loc, Phuoc Tung, Vi Khang, Thu Trang, Thanh Hai

Script writers: Dang Loc, Phuoc Tung, Vi Khang

Slides by: Dang Loc

Illustrations by: Freepik

Diagram by: Wikipedia



Q & A

Thank you!
Goodbye!

