**Executive Summary:** Begin forming a group and involving problems.

**Background information: what prob/even, where, who, why, how, which**

* The first meeting of a group of community volunteers includes: Dave, Betty, Ray, Bill, and Aisha (all from the same community).
* Raising funds for building a neighborhood play-ground.
* Method: offline
* Dave is the host of the meeting. They started to get to know each other and discuss about their project (target budget, fund rasing).

**Keyword:** working in group, first meeting, acquaintance, proposing idea, giving opinion

**Key issues / Problems/ Action:**

* *Primary tension:* They live in the same community but they don’t know each other very well, some of them haven’t met another. Their first introduction seemed stiff and awkward as they didn’t have anything in common to talk about, they were shy about making nonverbal contact and there was not any verbal communication.
* *Dialectic tensions:*There were some contradictory personal arguments and perspectives. This prob make the group find it very difficult to come up with a common appropriate solution or plan.
* Only in a short-period of acquaintance time, but every member had opened up their mind and they had a good premonition about their working process.

**Case Evaluation**

* They have committed some of the following bad behavior:
* Not making constructive criticism
* Rejection of suggestions, opinions
* They tried to get to know each other but did not do so as gracefully and naturally as they could because they did not fully and deeply understand the goal of their project and its ultimate insights.

**Proposed Solutions**

* Solution to primary tensions:
* Every member of the team should be more confident and outgoing, freely express their personality as well as their feelings..
* The group leader may organize some games or greeting activities to make people closer, more open and comfortable.
* Consider bonding activities to be the first and important part of meetings in which everyone must share and connect with others.
* Solution to dialectical tensions
* Avoid being domineering when discussing in group.
* Set common rules for raising voice and expressing opinion so that all members, regardless of whether they have a specific idea or not, can express their thoughts, viewpoints, agreements, or disagreements.
* Only give constructive, objective and evidence-based opinions.
* Try to keep individual feelings in check and be fair in all situations; no prejudice, no anger.
* The moderator should be able to tailor the flow of the discussion and keep people concentrated on concerns that add to the group's common goal.
* Acknowledge and confront difficulties, conflicts, and tensions openly and honestly; collaborate to find a solution to tension situations with a desire to resolve complex, contradictory problems.

**Conclusion:** (Summarize the main points from the case evaluations and proposed solutions.)

**Recommendation:** Group Development Stages Model (illustrative diagram)

**Implementation:** Questioning about what to do according to tips and steps in Tuckman’s Model

**References**