



FPT UNIVERSITY



# Communication and In-group Working Skills



## WORKING RULES



**BE ON TIME...**

For efficiency, please!

**BE ACTIVE**



**PREPARE YOURSELF**

Get Ready



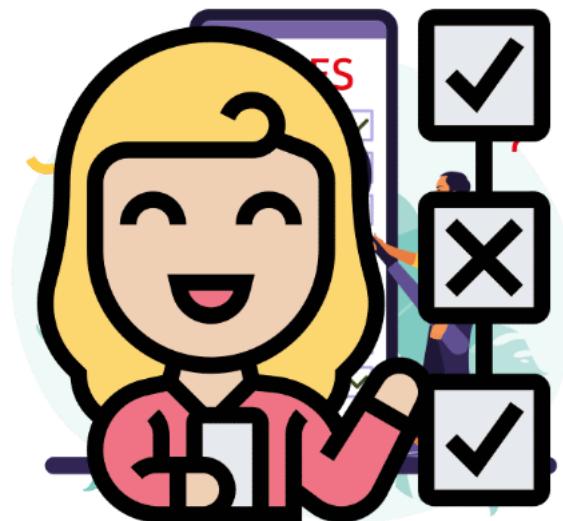
**AVOID DISTRACTION!!!**

- Silent phone
- No personal chats
- No social media

These things will improve your scores!

# ● CLASS RULES

- ✓ Attendance check 15' after class starts
- ✓ Timely submission of assignments
- ✓ After-class review of class slides
- ✓ Respect (self and others)
- ✓ No personal activities
- ✓ 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 & TIMELINE**

- 01 Participation: 10% **(W1 -> W10)**
- 02 Group Assignments: 20% **(W7, W9)**
- 03 Activities: 15% **(W3, W5, W9)**
- 01 Quiz: 05% **(W8)**
- 01 Group Project: 30% **(W1 -> W10)**
- 01 Final exam: 20% **(W11)**



**Conditions to pass:**

- Final exam  $\geq 4$
- Grade Average  $\geq 5/10$

- GUIDELINES

## GROUP PROJECT

1. **Proposal (W4)**
2. **Product (Project Implementation – W4 -> W9)**
3. **Presentation and Report (W10)**



### REMEMBER TO:

\*\*\* Submit your files as **PDF/ PPT** by the deadlines.

\*\*\* Set your file names as follows: [Class\_GroupName\_Title]

Ex: *SE17C22\_FPTGenZ\_Proposal*

\*\*\* Include your group members' names

# TIMETABLE

| WEEK | DATE                    | ASSIGNMENT  |
|------|-------------------------|---|
| 1    | 03/01/2023 – 08/01/2023 | Forming groups  |
| 2    | 09/01/2023 – 15/01/2023 |   |
| 3    | 30/01/2023 – 05/02/2023 | Activity #1   |
| 4    | 06/02/2023 – 12/02/2023 | Group Project #1: Proposal  |
| 5    | 13/02/2023 – 19/02/2023 | Activity #2   |
| 6    | 20/02/2023 – 26/02/2023 |   |
| 7    | 27/02/2023 – 05/03/2023 | Group Assignment #1   |
| 8    | 06/03/2023 – 12/03/2023 | Quiz  |
| 9    | 13/03/2023 – 19/03/2023 | <ul style="list-style-type: none"><li>• Group Assignment #2</li><li>• Activity #3</li></ul> |
| 10   | 20/03/2023 – 26/03/2023 | Group Project #2 & #3<br>(Presentation & Final report)                                      |
| 11   | 27/03/2023 – 02/04/2023 | Final Exam  |



- ACTIVITY

- FORMING GROUPS

- 5-6 members/ group (randomly)
- 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

I

## 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

- 1. Defining teams and groups



Groupppp.....!

What is a group?

# ● 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



Teammmmm.....!

What is a team?

- What is a team?

- A team, as a particularly cohesive and purposeful type of work group, with different characteristics.



- ACTIVITY 1: Discussion



# NOW IT'S YOUR TURN

What is the difference  
between group and team?



# TEAM CHARACTERISTICS

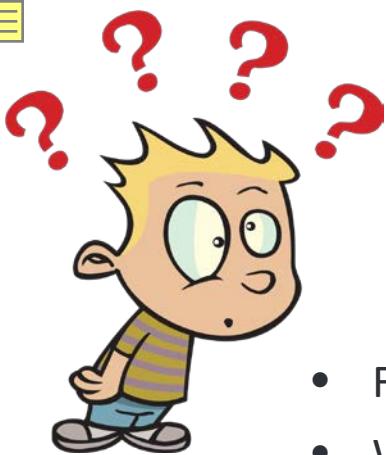
- **A Definable Membership:** a collection of three or more people identifiable by name or type;
- **A Group Consciousness or Identity:** the members think of themselves as a group;
- **A Sense Of Shared Purpose:** the members share some common task or goals or interests;
- **Interdependence:** the members 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.**



- **ACTIVITY 2: Brainstorming**



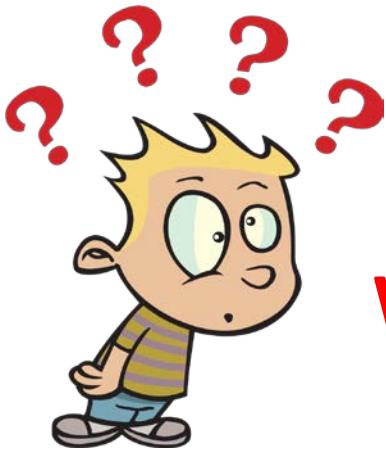
Now, let's discuss about **RISKS** associated with **working in teams**.



## 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 competencies are required
- When members' interests are different or in conflict
- When an organization credits individuals for operational outputs
- When innovative responses are sought



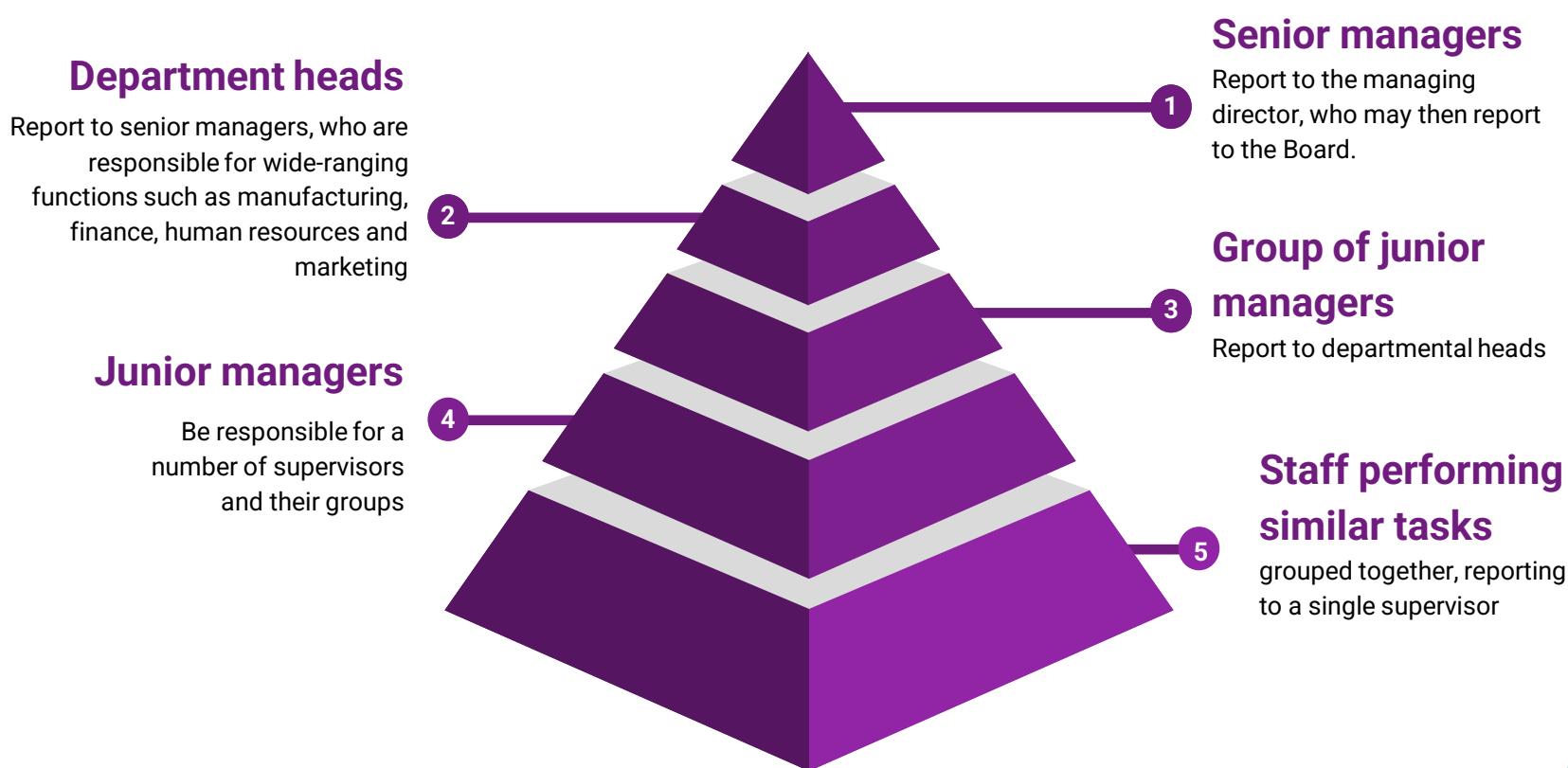


## When to build teams...

- 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

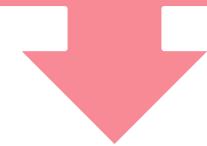


# TRADITIONAL HIERARCHICAL STRUCTURE OF ORGANIZATIONS



- **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.

Project (single)  
team

Matrix team

Contract team

Mix-structure  
team

Modern team



## ● **FUNCTIONAL TEAM**

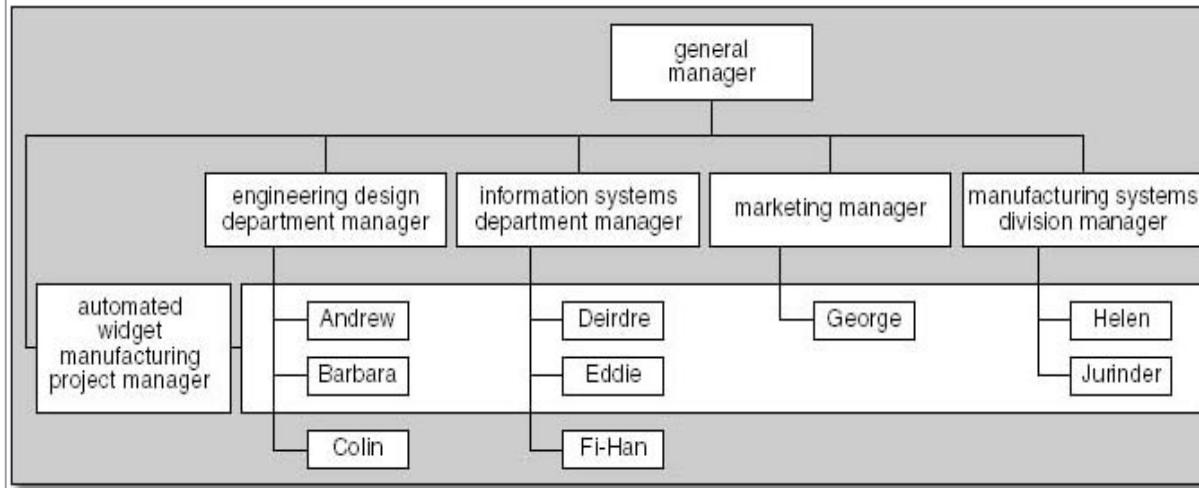
### ● **The project (single) team**

- 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.

# ● FUNCTIONAL TEAM

## The matrix team

- Staffs report to different managers for different aspects of their work.  
Matrix structures are often, but not exclusively, found in projects.



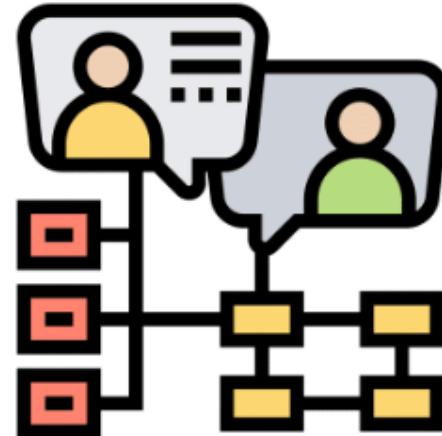
- More common in large and multinational organizations.

## ● FUNCTIONAL TEAM

### ● The matrix team (cont.)

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.



- **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



## ● FUNCTIONAL TEAM

### ● Modern teams

03 other important types of team:

- “Self-managed team”
- “Self-organizing team”
- “Dispersed Virtual team”.



# Comparing Self-managed and Self-Organizing Teams

| <b>Self-managed team</b>                       | <b>Self-organizing team</b>  |
|--|--|
| 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 |

# Dispersed Virtual team



**A virtual team** is one whose primary means of communicating is electronic, with only occasional phone and face-to-face communication.

## ● ACTIVITY 3



- ❖ **When do you want to work alone, in group or in team?**
  1. For a large and complex task?
  2. For a fast-decision making task?
  
- ❖ **What are some of relative benefits and drawbacks to some of modern teams?**
  1. "Self-managed teams"
  2. "Self-organizing teams"
  3. "Dispersed Virtual teams"

# Benefits of a Dispersed Virtual Team

## The Organization Benefits

People can be hired with the skills and competences needed regardless of location

In some cases, working across different time zones can extend the working day

It can enable products to be developed more quickly

Expenses associated with travel and relocation can be cut; Carbon emissions can be reduced.

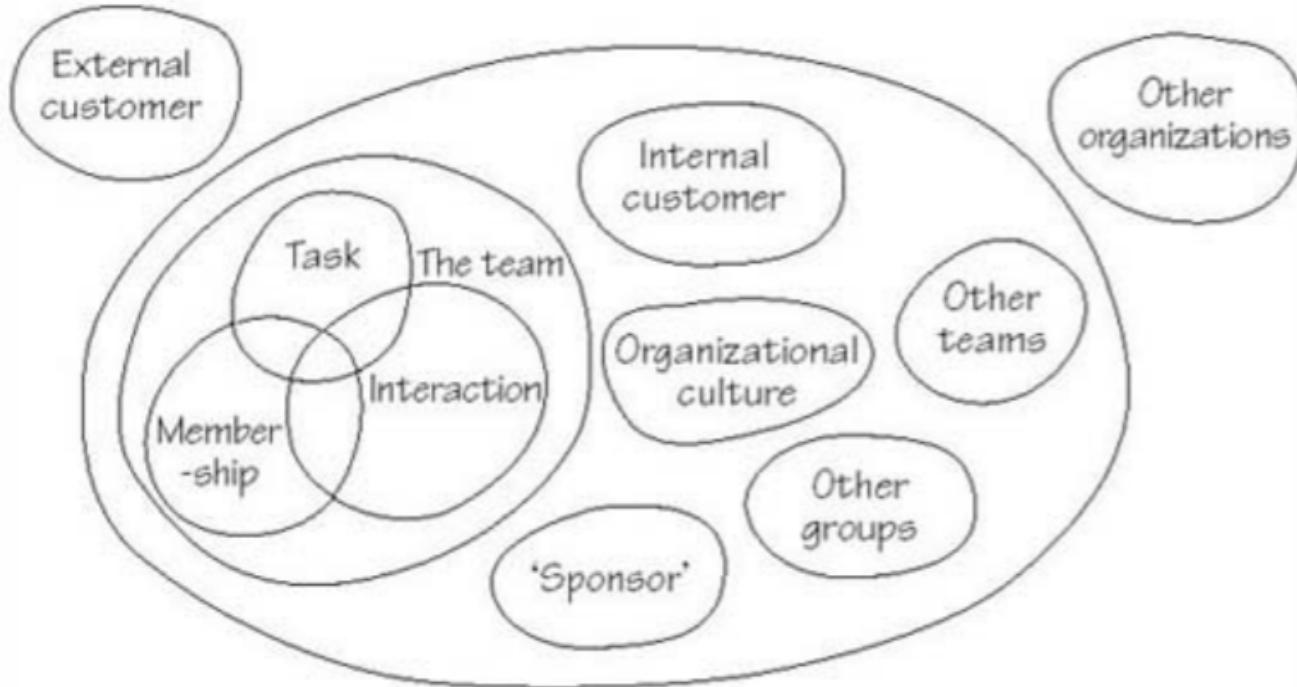
## The Individual Benefits

People can work from anywhere at any time

Physical location is not a recruitment issue; relocation is unnecessary

Travel expenses and commuting time are cut

People can work from anywhere at any time



**Systems map showing components influencing team effectiveness**



# Q&A