

**Project Title:** Health & Fitness: Gym Scheduling Website / App

**Team Members:** Nikhil Wora, John Henrici, Zhengxi Shen, Evan DiMartinis, Sean Ryczko

**Version #:** Teamwork Discussion / Situations

**Project Timeframe:** <April 7th, 2020> - <end of semester>

## **Misinterpretation of Tone**

### **Part 1:**

#### **Experiences:**

- 1) In a previous group project I (Evan) was involved in last semester, I missed a day of group work due to being sick. I texted my group members during the class period offering any help that I could do from home, and in response I got an assignment from our team leader. She followed this assignment with the statement “any points we lose on this assignment will be your fault.” I never really followed up with her about this message which to me sounded very rude. Going forward in the project she was relatively polite so I assume it was a slight misinterpretation that made the text sound rude.
- 2) I have had many group projects where communication has been at an all time low, therefore, it was hard to understand who would do what parts. As the project manager/leader, it was important to gain feedback and to assert myself in situations where responses were not clear. Therefore, we had to change the way we worked and had to become team players. Once our professor started implementing feedback reviews, all the team members stepped up to the plate.

#### **Member Response:**

If I were a member of a team that is faced with this type of situation, I would first discuss with the other team members to try and decide if the misinterpreted message/tone was misinterpreted by them as well. If they all feel the same way, I would then recommend one team member to contact the sender of the misinterpreted message and try to talk (in person) with them to discuss the message, if what their message intended to say was true, and if so, what kinds of things could be done to fix an issue like this in the future. Quite frequently messages can be misinterpreted over email or text, so most times talking to the sender in person will resolve the issue. If the issue occurs in person, I would wait a day or two to let them team members cool down before trying to reach out to them in order to resolve the issue.

#### **Project Lead Response:**

If I were the project lead for a team in which this happened, I would kindly pull aside the team member who sent the email/text that was misinterpreted and express to them that the

wording that they used came across as a little abrasive. Ideally this would cause the group member to be a little bit more aware of their phrasing the next time around so as not to offend anyone.

### **Possible Patterns:**

I think the patterns in the book would not be super successful, except for the solution to change the channel of communication. If you can change the mode of communication so that you can actually hear the other person's voice, there is a lot less of a chance that any implications through tone get lost in translation.

### **Part 2:**

- 1) What is working well in our group to team meetings and contributions? What could be improved?
  - a) We are working well in communicating with each other when we are free and when we would like to get our work done.
  - b) In addition, I like how we are honest with each other if we do not have the time to meet up.
  - c) We can improve on getting our work done in one sitting, rather than continuously editing the documents on different days.
  - d) I would like to implement Zoom instead of GroupMe so we can talk to each other in person.
  - e) Strengths & Contributions:
    - i) Evan: Fostered group communication and ensures everyone gets their ideas out on the table.
    - ii) Nikhil: Has implemented different ways to make sure we stay on top of our projects. Has contributed to the team by making sure the website is in top form and stays consistent with our project assignments.
    - iii) Sean: Peer reviewing each assignment to make sure it is up to the standards of the assignment description and contributing to a portion of each assignment.
    - iv) John: Contributing to each assignment and making edits when needed.
    - v) Zhengxi: Providing ideas of assignment topics and contributing to all the work we have done.
    - vi) Everyone has contributed equally to the project work and we will continue working effectively throughout our semester.
- 2) What are your biggest challenges as a team in getting project work done effectively and submitting quality work?

- a) Working remotely is certainly going to be a big challenge to find time that we are all able to sit down and focus on the assignment at hand, especially because the work is all very collaborative.
  - b) In general just everybody is on the same page. Making sure all of the group members are caught up on the lectures and have looked at the assignment beforehand is a good habit to get into.
- 3) How can you make improvements to:
- a) Your learning experience as you work on the project?
    - i) Making sure that we are complimenting the group project with staying up to date with lectures and using all our resources to get a holistic experience in UX.
  - b) The quality of the work you submit?
    - i) Properly reviewing the assignments as a team and making collaborative edits that take into account every group members ideas.
  - c) Your grade on the course projects?
    - i) Following directions and not getting lazy. Don't want to leave a couple of points on the table because we were too preoccupied to read a paragraph of directions.
- 4) How would you like your "Portfolio Manager" (aka Dr. B) to support your efforts to work as effectively as possible as a team?
- a) I think our biggest expectation/hope for Dr. B as a portfolio manager is for her to be straightforward with us as to her expectations of what our project assignments should look like as well as the feedback she provides.
  - b) I also hope Dr.B can provide more samples that can help us understand her expectations of our project.