Group Processes and Communication

During assignment two we had a couple of issues with some of the team members revolving around communication but also delivery of work. Although the remaining members of the team are reliable, we still agreed to communicate regularly and provide deliverables as we go.

From the outset of this assignment we established that MS Teams would be the primary source of communication, as it was with assignment 2, expressing ideas and contributing feedback on content. We also utilised Trello more heavily than in assignment 2 as it provides a great way to review content and to see how each team member is progressing with completing their tasks. Having the constant ability to share and communicate ideas is crucial in the success of any project so this was a good chance for us to develop our skills in contributing and providing feedback on other’s ideas and input.

**Frequency**

From the outset we established that daily checks of MS Teams would be required; this was not a directive to work every day, more an exercise to make sure that we are constantly aware of any issues or problems that may have arisen with any of our tasks. This could be just a brief check on messages sent – a reply may or may not be required; however, often text communication occurred on a daily basis.

We agreed that at least two video chats a week in MS Teams would be beneficial to the project as it created a freer form way of communicating our thoughts and ideas, expanding on our dialogue within the messages. In these meetings we would discuss our individual tasks and also elaborate on any material or research that may have been undertaken since the last meeting. Being from different locations across the country this proved to be essential in compiling all of our content in a manner that was agreeable for everyone, it was invaluable given that face to face meetings were not possible.

**Communication Issues**

Accountability was one of the first things we discussed moving into this assignment, we needed to be responsible for our own ability to contribute or be available for open communication. We all agreed to let the group know or at least give a warning in advance if a team member were to be unavailable for a period of time during the week. If communication were to break down, we would try making contact via different means such as Canvas announcements or email to make sure it is not just an issue with Teams. If no contact could be made within 72 hours of the alternate means, the members communicating would first flag this with the course supervisor, making them aware that there may be an issue. After doing this as a precaution, the other members would begin discussing contingencies as to how to divide the required tasks among themselves should the issue not be resolved.  
We learned the lesson in assignment two that it is better to plan alternative solutions as a situation evolves, rather than when you have a definitive knowledge of a member not communicating, as it is much easier to react to such a situation if you are already prepared for it.   
The one way we prepared for any issues in this area was to not dedicate any one specific job to a single member, if that member were unable to contribute a large section of the project would be missing. By each taking responsibility for aspects of the assignment, and not complete sections, it allowed us the freedom to have the project keep moving forward even in the event of a communication breakdown.