Group Processes

Assignment two was a very valuable learning experience for the three of us as we were able to see firsthand the impact of ineffective communication and lack of contribution. While the group had initially set early goals and tasks, a couple of members had poor communication and continually delayed delivering what they had promised each week. A few days before the deadline, we still had not received any content from them and the other members needed to enter a crunch period to get everything done in time.

The communication between the three of us was great; we met for video chats weekly and often communicated daily via text chat. Despite being told continually by the former members of the group that they'd start working on their content and get it to us, we did not wait around for them and instead moved on to the next tasks at hand that we could complete. This choice saved us at the end, because if we had waited for them to finish their tasks before we moved on to our next tasks, there would have been too much work to do at the end to complete the assignment in time.

About a week prior to the deadline we contacted Anthony Clapp about the lack of deliverables from the former members, as we were quite nervous at this stage. We trusted that they would deliver their work, but in hindsight, contacting Anthony even a few days earlier would have been better. When it was discovered that the two former members had not even started working on the project, they were removed from the group. Although it was a lot of extra work, it gave us confidence in ourselves moving forward together with assignment three.

Even though at this stage we are all completely confident in each other's ability to communicate and deliver what is required for the assignment, we held a discussion on how we could further improve communication between us. We identified three things that would help this further:

* Consistent communication on MS Teams – While it is an unrealistic expectation to be able to monitor Teams 24/7, we agreed that even just briefly checking it each day to see any updates or problems that may have arisen would keep us all informed, eliminating the stress of assumption. We also agreed that if we were unable to be contacted for a period of time, we would let the team know in advance.

* Weekly video meetings – Although we did utilise the use of video calls in assignment two it was only two or three times, and only briefly. This time around we agreed that at least one video chat per week would be beneficial to the assignment as it promoted a more dynamic and free flowing way of not only sharing ideas but expanding on them too. The video meetings were also a good way to ease any fears about how the assignment was progressing as we were able to openly communicate about any problems we had encountered and resolve them instantly rather than waiting for the last minute to address them.
* More file sharing – During assignment two we worked on our tasks and then shared our files when we thought we had completed them. This time around we decided to share our work earlier and more often to be able to receive and action on the feedback from the other team members while still developing the content. This allowed for a more cohesive assignment and took all the stress out of having to go through everything last minute as we had all already had our input on the content we were submitting.

While there are still more ways in which we could have improved on our experience from assignment two, these three process changes made assignment three far more productive and cohesive, and far less stressful in delivering the finished assignment.