**CTEC104: Communication and Technology**

Week 10 Play Role Model

**Role Play**

Work in groups of four (4).

Consider a scenario where you are working in a group to complete a group task for one of your units in college/university. The group task is based on a group report and presentation worth 5% (5 marks) of the assessment in a unit.

The group began enthusiastically two weeks ago but momentum has declined as they have tried to deal with the following issues:

* Ari had been conducting telephone interviews on behalf of the group but had not been keeping detailed records of each call.
* Ron agreed to meet Sam at the library but Sam did not show up.
* Jacki set up a spreadsheet for recording the results without consulting the others – both Sam and Ari saw significant disadvantages with Jacki’s spreadsheet.
* Ron is in the process of moving to another suburb where public transport is more limited.
* During the group meetings, Jacki likes to focus on one issue at a time while Ari likes to chat generally about ideas and presentation strategies.
* Jacki thinks that Ari interrupts Ron and Sam too much and wastes time – Ron and Sam are keen to learn about the topic because it is directly relevant to their future work.
* All members are feeling frustrated with their experience of working in the group. There are three weeks left before the report and presentation are due and anxiety is high.

**Task 1:**

1. Each person takes on the role of one of the four students – Ron, Sam, Ari, or Jacki – and briefly explains their interests and concerns regarding the completion of the group report and presentation.
2. As a group, identify all the interests that need to be addressed to complete the task effectively.
3. Using a collaborative decision-making approach, generate possible options to address the identified interests.
4. Evaluate and select the best options that meet the most interests.

Ans:

1. Explanation of Characters’ Functions:

Ron: Ron is eager to understand since the subject is important for his further engagement. He is upset because Sam wasn’t there for their library meeting and now, with the change of residence to a new suburb, it is hard for him to go for meetings due to the lack of public transport.

Sam: Sam has a reason for being interested since this is a work based project. Unfortunately, he was not present during the library meeting with Ron and is worried that this will cause more delays and irritation in the group.

Ari: Ari is in charge of performing telephone interviews but has not made an accurate presentation of what was said. He prefers to brainstorm with others about ideas and plan strategies for implementation but this turns out to be irritating for other members who need order. He also thinks that Jacki’s table is useless.

Jacki: Jacki is an organized individual who likes to do things in a stepwise manner dealing with one problem at a time. She does not appreciate Ari’s broader conversations and considers hers’ was paled by people’s response. She is exasperated by how little sense any of the group seems to be making in their work.

1. Interests that Need to Be Addressed:

Ari: better documentation for phone interviews, say my piece in group settings.

Ron: Good practice equipment and works well as a group for rides with limited transportation.

For Sam: works time accountability and catch up, more clarity in the work process, improved team collaboration.

Jacki – More structure for group meeting & One spreadsheet we all agree on.

1. Collaborative Decision-Making Choices:

Communication: Provide clear and up-to-date information about meetings and tasks

Levying the right strengths: Ari can push creative shit and ideas; Jacki can organize data.

Set up remote collaboration tools so Ron can work with you from wherever he may roam.

Group input on redesigning the spreadsheet so each one is happy

Structured group meetings with flexibility for creative discussions

1. Best Options to Meet Most Interests:

For General Satisfactions These following are stupendous options to most of the interests!

Remote collaboration: Make Ron join with online meeting tools.

Reinvention of the Spreadsheet: Come to a consensus about how you are going to retool your spreadsheet.

Trial Balloon Podcast Task Delegation: Ari manages interviews and settings up the call, but ensures that everything is recorded correctly; Jacki cleans up organizational tools such as a new row in the spreadsheet.

Organised meetings: A well structured meeting that allows a reasonable amount of time for creative debate, then some time to get into the work.

**Task 2:**

1. Using effective communication strategies, the group needs to develop a plan to address the issues that have slowed down progress, including: a. Ari's lack of detailed records of telephone interviews b. Sam's failure to meet Ron at the library c. Jacki's spreadsheet design not being suitable for all members d. Ron's difficulty attending meetings due to his move to another suburb e. Differing communication and working styles among group members
2. Develop a timeline for implementing the plan and ensure everyone is clear on their responsibilities.

Ans:

* 1. Plan to Address Issues:

Where Ari will change: — For her to take thorough notes for every interview and put them in same folder that I have access to

Reschedule missed meeting with Ron + followthrough on stronger communication next time — Sam

Excel layout: We will work together to come up with a new spreadsheet designed to meet all the needs of Jacki, Ari and Sam

RON TRANSPORTATION: The group will utilize Shaaknaad tools such as Zoom or Google Meet to include Ron in discussions.

Robust Workstreams: Across multiple work streams — one day you might have more structured group meetings and updates and on another day you may drop into a creative sprint to brainstorm topics.

* 1. Timeline and Responsibilities:

Week 1

Ari: Enrich the existing interview records and append the doc in SHIN.

Jacki, Ari and Sam: Prep a woksheeet design for LSDD and get ready for the future benchmarking.

Sam and Ron: Come together and complete their work.

Week 2

Ron: Attend group meetings via the Internet and look at the status of work done.

Ari: Proceed with the interviews.

Sam and Jacki: Start working on the report and the presentation.

Week 3

Everybody has to adjust the report and practice how to present it.

Check, that each obligation is satisfied and hand in the project.

**Task 3:**

Reflect on the process and outcome of the group's decision-making and communication strategies. Identify areas for improvement and develop strategies to address them in future group work. Discuss how the group's decision-making and communication strategies could be applied in other settings.

Ans:

Reflection:

Group Decision-Making & Communication:

The team arrived at consensual decisions, making sure they heard all necessary parties. Implementation of certain proof and design methods provided coordination of different work approaches.

There was better interaction due to establishment of roles and responsibilities as well as online platforms for virtual participants.

Areas for Improvement:

Meeting consistency: More regular meetings would allow for potential problems to be caught before they develop into larger issues. Meetings must have well-defined agenda to avoid lack of focus.

Task Tracking: In order to avoid situation of unspecified deadlines regarding how much work has been accomplished, project applications such as Trello are helpful.

Application to Other Settings:

The same principles of the joint decision-making and communication enhanced among members can be used in other group work or professional teams especially when members is working in present in a few members or when there are logistical constraints. Technological solutions and outwardly ordered and equitable meetings can be useful in improving effectiveness in multicultural teams.