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COMMUNICATION SKILLS WEEK 11

## **1.Team Communication Analysis**

### **1. Introduction**

This analysis examines the communication patterns within my project team at college, which consists of five members responsible for completing group assignments and presentations. Our communication mainly occurs through WhatsApp, weekly in-person meetings, and occasional video calls.

### **2. Communication Patterns and Roles**

- **Leader/Coordinator:** One member takes the lead in organizing meetings and assigning tasks.
- **Information Sharer:** Another member consistently updates the group with progress reports and resources.
- **Supportive Member:** A few members contribute by providing feedback and encouragement.
- **Silent Participants:** Some members only respond when directly asked, contributing less to discussions.

### **3. Strengths**

- **Active engagement:** Most members respond quickly to messages and calls.
- **Good teamwork spirit:** The team maintains a positive and supportive atmosphere.
- **Effective use of digital tools:** WhatsApp and Google Docs are used efficiently to share updates and files.

### **4. Areas for Improvement**

- **Lack of clear structure:** Conversations can drift off-topic, wasting time.
- **Uneven participation:** A few members dominate discussions while others stay quiet.
- **Limited feedback:** Constructive criticism is often avoided to maintain harmony.

### **5. Recommendations**

- **Set clear agendas:** Before each meeting or discussion, outline specific goals to stay focused.
- **Assign communication roles:** Rotate roles such as “meeting leader” or “note-taker” to involve everyone.
- **Encourage open feedback:** Create a safe space for members to share honest opinions without fear of conflict.
- **Use short summaries:** After meetings, send brief recaps to ensure everyone understands next steps.

## 2.DISCUSSION FACILITATION PLAN

### 2. Objectives:

- To explore how social media affects students’ mental well-being.
- To identify both positive and negative influences of social media use.
- To develop strategies for maintaining a healthy balance between online and offline life.

### 3. Discussion Agenda (30 Minutes Total):

Time	Activity	Description
0–5 mins	<b>Introduction</b>	Welcome participants, introduce topic and objectives.
5–10 mins	<b>Icebreaker</b>	Quick round: Each participant shares their favorite social media platform and why.
10–20 mins	<b>Main Discussion</b>	Guide conversation using key questions: <ul style="list-style-type: none"> <li>• How does social media affect your daily mood or productivity?</li> <li>• What are the main benefits and drawbacks?</li> <li>• How can students use social media responsibly?</li> </ul>
20–25 mins	<b>Group Reflection</b>	Summarize key points, allow each participant to share one takeaway.
25–30 mins	<b>Conclusion and Wrap-Up</b>	Summarize agreed insights, thank participants, and note follow-up actions (e.g., awareness campaign ideas).

### 4. Engagement Strategies for Different Personality Types:

- **Extroverts:** Encourage them to share experiences first but remind them to give others space to contribute.
- **Introverts:** Use direct but gentle prompts (“We’d love to hear your view on this”) or written input options (sticky notes or chat if virtual).
- **Analytical Thinkers:** Provide discussion questions in advance to allow preparation.

- **Creative Participants:** Invite them to share examples or visual ideas, such as memes or short stories about online experiences.

## 5. Methods for Ensuring Equal Participation:

- Set **ground rules** at the start: respect, no interruptions, equal speaking time.
- Use a “**round-robin**” method where each member gets a turn to speak.
- Have a **timekeeper** to prevent any single person from dominating.
- Encourage **active listening**—participants summarize what the previous speaker said before sharing their view.
- Offer **anonymous input options** (notes or digital forms) for those uncomfortable speaking aloud.

## 6. Materials Needed:

- Whiteboard or notepad
- Timer or clock
- Discussion questions printed or displayed
- Pens, sticky notes (for group reflection)

## 7. Facilitator’s Role:

- Keep the discussion focused on the topic.
- Encourage quieter members to participate.
- Manage time effectively.
- Summarize and record key points for later reflection.

## 8. Expected Outcomes:

- Participants will gain awareness of the psychological effects of social media.
- The group will identify at least three strategies to promote healthier social media habits.

## Conflict Resolution Strategies Guide

### 1. Introduction

Conflicts are a normal part of teamwork and can arise from differences in communication styles, opinions, or responsibilities. Effective conflict resolution ensures team harmony, productivity,

and trust. This guide summarizes common conflict scenarios and practical strategies that team leaders can use to resolve them.

## 2. Common Team Conflict Scenarios and Strategies

### *Scenario 1: Unequal Workload Distribution*

#### **Description:**

Some team members feel they are doing more work than others, leading to frustration and resentment.

#### **Resolution Strategies:**

- **Open Discussion:** Arrange a meeting to let members express their concerns respectfully.
- **Clarify Roles:** Clearly define each member's responsibilities and deadlines.
- **Use Collaboration Tools:** Track progress using shared tools (e.g., Trello, Google Docs) for transparency.
- **Encourage Accountability:** Have members report progress in short weekly updates.

### *Scenario 2: Personality Clashes*

#### **Description:**

Differences in personality, attitude, or communication styles cause tension and misunderstandings within the team.

#### **Resolution Strategies:**

- **Stay Neutral:** The team leader should avoid taking sides and focus on facts.
- **Encourage Empathy:** Ask members to listen to each other's perspectives before responding.
- **Set Ground Rules:** Establish guidelines for respectful communication.
- **Private Mediation:** If tension persists, meet privately with the conflicting members to discuss solutions.

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### *Scenario 3: Disagreement on Decision-Making*

#### **Description:**

Team members disagree on project direction or key decisions, slowing progress and causing division.

## Resolution Strategies:

- **Focus on Objectives:** Redirect discussion toward the team's shared goals.
- **Use Evidence-Based Decisions:** Base choices on data, facts, or expert input rather than opinions.
- **Vote or Reach Consensus:** When necessary, use fair decision-making methods such as majority vote or compromise.
- **Acknowledge All Views:** Ensure every member's opinion is heard and documented before making a final decision.

## 3. Quick-Reference Tips for Team Leaders

Tip	Purpose
Listen actively before responding	Builds trust and reduces defensiveness
Stay calm and neutral	Prevents escalation
Focus on issues, not personalities	Keeps discussion professional
Encourage collaboration, not competition	Promotes teamwork
Follow up after resolution	Ensures lasting improvement

## 4. Conclusion

Effective conflict resolution requires communication, empathy, and structure. By addressing conflicts early and using fair strategies, team leaders can maintain a positive, productive environment where every member feels valued and heard.