

NAME: TANKISO MASOEBE

COMMUNICATION SKILLS ASSIGNMENT WEEK 11

Part 1

# Team Charter for Campus Sustainability Proposal Project

## 1. Team Goals and Success Criteria

### Team Goals

1. To develop a **comprehensive and practical proposal** to improve campus sustainability initiatives.
2. To conduct **research, discussions, and evaluations** of existing sustainability challenges on campus.
3. To ensure the final proposal includes **realistic recommendations** that can be implemented by the institution.
4. To complete all project components **on time** and to a **high academic standard**.

### Success Criteria

- The proposal meets all assignment requirements.
  - All team members contribute equally and actively.
  - The final document is clear, accurate, well-researched, and professionally presented.
  - Feedback from the lecturer or peers reflects strong teamwork and effective communication.
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## 2. Roles and Responsibilities

### Team Leader

- Coordinates the team's overall progress
- Schedules meetings and ensures deadlines are met
- Facilitates discussions and keeps the team focused

### Research Coordinator

- Assigns research sections to team members

- Ensures all sources are credible
- Combines research findings into one document

#### **Writer/Editor**

- Drafts the final proposal
- Ensures grammar, structure, and formatting are consistent
- Edits and proofreads all contributions

#### **Presenter (if required)**

- Prepares and delivers the team's presentation
- Summarises the proposal clearly and confidently

#### **Team Members**

- Contribute ideas, research, and feedback
- Participate actively in meetings
- Support group tasks and respect deadlines

### **3. Communication Protocols and Meeting Schedules**

#### **Communication Protocols**

- Primary communication platform: **WhatsApp group**
- Secondary platform: **Email** for sending documents
- All members must respond to messages **within 24 hours**
- Agendas for meetings will be shared prior to each session
- Minutes will be recorded and shared after every meeting

#### **Meeting Schedule**

- Weekly in-person meetings: **Every Wednesday at 3:00 PM**
- Additional meetings scheduled as needed near deadlines
- Virtual meetings may be held if a member cannot attend physically

### **4. Conflict Resolution Procedures**

1. Identify the conflict early and allow all sides to explain their concerns respectfully.
2. Use open communication and active listening to understand the issue.
3. Try to reach a **mutual agreement** through discussion.

4. If the issue persists, involve the **team leader** to mediate.
5. If still unresolved, escalate to the **lecturer** for final intervention.
6. Team members agree to remain professional and avoid personal attacks.

## 5. Decision-Making Processes

- Decisions will be made through **group consensus** whenever possible.
- If consensus cannot be reached, a **majority vote** will determine the final decision.
- The team leader ensures every member's opinion is heard before voting.
- Final decisions must align with project goals and assignment requirements.

# Project Planning for Campus Sustainability Proposal

## 1. Breakdown of Project into Tasks and Timelines

Task	Description	Timeline
Project kickoff	Discuss project goals, assign roles, set communication channels	Week 1
Background research	Investigate current campus sustainability initiatives, problems, and gaps	Week 1–2
Comparative research	Analyse sustainability initiatives at other institutions as benchmarks	Week 2
Data collection	Conduct surveys/interviews or gather student feedback	Week 2–3
Develop recommendations	Brainstorm and evaluate solutions based on research	Week 3
Draft proposal writing	Compile research and recommendations into a structured draft	Week 3–4
Internal review	Team reviews draft, identifies gaps, suggests improvements	Week 4
Final editing	Finalise formatting, grammar, references, and structure	Week 4
Submission & presentation prep	Prepare final document and presentation slides (if required)	End of Week 4

## 2. Assignment of Research Responsibilities

<b>Team Member</b>	<b>Research Responsibility</b>
<b>Team Leader</b>	Oversee all tasks, review research coherence
<b>Research Coordinator</b>	Research current sustainability policies and campus waste management
<b>Member A</b>	Study energy usage, electricity-saving initiatives, and renewable options
<b>Member B</b>	Investigate water conservation practices and campus water consumption
<b>Member C</b>	Research recycling, pollution control, and environmental awareness campaigns
<b>Writer/Editor</b>	Organise research input, integrate sources, ensure academic quality

*All members contribute to gathering additional sources when needed.*

### 3. Schedule of Milestone Reviews

Milestones ensure that progress is on track and the team can make adjustments if needed.

- **Milestone 1 (End of Week 1):**  
Research topics finalised; initial findings shared.
- **Milestone 2 (Mid Week 2):**  
Background research completed; evidence compiled.
- **Milestone 3 (End of Week 2):**  
Comparative research and data collection almost complete.
- **Milestone 4 (Week 3):**  
First draft of recommendations completed; group discussion held.
- **Milestone 5 (Week 4):**  
Full draft of proposal reviewed by all members.
- **Milestone 6 (End of Week 4):**  
Final version approved and ready for submission.

### 4. Plan for Collaborative Document Work

To ensure smooth teamwork and version control:

- The team will use **Google Docs** for real-time collaborative editing.
- A **shared Google Drive folder** will store research files, meeting notes, and drafts.
- The Writer/Editor will create the main document structure and headings.
- Each member will upload notes or paragraphs into the relevant sections.
- The team will use **commenting tools** to provide feedback and suggest changes.
- The Research Coordinator ensures proper citation and reference formatting.
- Final editing will be done collectively during the Week 4 review meeting.

# Part 2: Team Meetings and Discussions

## A. Meeting Management

### Meeting 1: Initial Project Planning

#### Agenda:

1. Review project requirements
2. Confirm team roles and responsibilities
3. Set communication channels and meeting schedule
4. Identify major project tasks

#### Facilitation and Participation:

- The Team Leader facilitated the meeting by guiding the discussion and keeping members focused.
- All members participated by sharing ideas about sustainability problems on campus and suggesting possible research areas.
- Contributions were balanced because the facilitator ensured everyone spoke at least once per agenda point.

#### Decisions & Action Items:

- Roles were confirmed.
- Communication will be via WhatsApp and email.
- Research areas assigned.
- Next meeting scheduled.

#### Time Management:

- Meeting lasted 45 minutes and all agenda items were covered without rushing.
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### Meeting 2: Review of Research Progress

#### Agenda:

1. Share research findings
2. Identify gaps and areas needing more evidence
3. Discuss possible recommendations
4. Plan drafting workflow

**Facilitation and Participation:**

- Members took turns presenting their research.
- Team practiced effective participation by asking clarifying questions and noting important information.
- The leader ensured that no one dominated the conversation and quieter members were encouraged to share.

**Decisions & Action Items:**

- Additional research required for energy usage and recycling statistics.
- Draft outline created for the proposal document.
- Everyone assigned sections to write.

**Time Management:**

- Meeting lasted 1 hour; discussions stayed on schedule because the agenda was followed closely.
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**Meeting 3: Draft Review and Finalisation****Agenda:**

1. Review the first full draft of the proposal
2. Discuss improvements and missing content
3. Finalise recommendations
4. Assign final editing and referencing tasks

**Facilitation and Participation:**

- The Writer/Editor shared the draft on Google Docs.
- Members reviewed sections together and provided comments.
- The leader kept the discussion task-focused and avoided off-topic conversations.
- All members contributed ideas for refining the recommendations.

**Decisions & Action Items:**

- Add more detail to the recycling plan section.
- Improve introduction and conclusion.
- Insert visual aids (charts/tables).
- Final proofreading scheduled for Week 4.

**Time Management:**

- Meeting took 55 minutes and ended with a clear checklist of final tasks.
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## **B. Discussion Quality**

### **Active Listening and Building on Ideas**

- Members used active listening skills such as nodding, repeating key points, and asking follow-up questions.
- Team built on each other's ideas, for example turning a basic suggestion like "increase recycling bins" into a stronger recommendation involving awareness campaigns, labelled bins, and monitoring.

### **Handling Disagreements Constructively**

- When members disagreed about which sustainability initiatives should be prioritized, the leader guided the team to list pros and cons of each idea.
- The team used respectful language and focused on evidence rather than personal opinions.
- Final decisions were made by consensus or majority vote.

### **Maintaining Focus on Objectives**

- At each meeting, the agenda helped the team avoid distractions.
- The leader redirected the group when discussions drifted.
- Members constantly referred back to the main project question: "How can we improve campus sustainability?"

### **Summarizing and Confirming Understanding**

- At the end of each agenda item, the facilitator summarised the key points to ensure everyone understood the decisions.
- Before ending each meeting, the team confirmed deadlines and individual responsibilities.
- Meeting notes were shared in the WhatsApp group for clarity.

## **Part 3: Collaborative Output**

### **A. Team Proposal Development**

#### **1. Integration of Individual Research into a Cohesive Document**

The team combined all research contributions using a shared Google Docs folder.

- Each member uploaded their findings on energy use, water conservation, waste management, and sustainability best practices from other campuses.
- The Research Coordinator reviewed all sections for accuracy and ensured sources were properly cited.
- The Writer/Editor organised the contributions into a logical structure:
  1. Introduction
  2. Background and current campus challenges
  3. Research findings
  4. Proposed sustainability recommendations
  5. Implementation strategies
  6. Conclusion
- Overlapping content was merged and repetition removed to maintain a clear narrative flow.

## 2. Collaborative Writing and Editing Techniques

To maintain teamwork efficiency, the team used:

- **Real-time editing:** Members edited the document together during online sessions.
- **Commenting tools:** Suggestions were added using Google Docs comments, which helped in refining paragraphs and improving clarity.
- **Version history:** Allowed the team to track changes, revert errors, and monitor who contributed what.
- **Peer review cycles:** Each draft went through two rounds of review—first for content accuracy, then for grammar and formatting.

## 3. Ensuring Consistent Voice and Style

The Writer/Editor took responsibility for final harmonization of tone and style:

- Vocabulary was standardised across all sections to keep the document professional.
- Headings, font sizes, and referencing style followed the same formatting guidelines.
- Sentences were rewritten to ensure a consistent academic voice, free of slang or personal bias.
- Transitional sentences were added between sections to maintain smooth flow.

## 4. Creation of Professional Presentation Materials

The team prepared accompanying presentation materials to support the proposal:

- A **PowerPoint presentation** summarising key findings, graphs, and recommendations.
- Clear visuals like charts showing campus energy use and recycling statistics.
- A clean layout with minimal text and bullet points.
- Each team member contributed to the slides and rehearsed their speaking parts



## **B. Peer Evaluation**

### **1. Constructive Feedback to Team Members**

During the final review, each member provided peer feedback:

- Members highlighted strengths such as thorough research, good communication, and creativity in solution design.
- Feedback was phrased respectfully and focused on behaviours, not personal traits.
- Suggestions included improving clarity in some explanations and speeding up response times in the group chat.

### **2. Self-Assessment: Contributions and Personal Growth**

In reflecting on individual performance, members noted:

- They contributed actively in meetings and met deadlines consistently.
- They developed stronger skills in research, summarising findings, and collaborative editing.
- They improved their ability to communicate respectfully, listen actively, and accept corrections.
- They learned how to use digital collaborative tools more effectively.

### **3. Identification of Team Strengths and Areas for Improvement**

#### **Team Strengths:**

- Strong teamwork and equal participation
- Effective communication through scheduled meetings
- Reliable research and sharing of evidence
- Good time management and meeting structure
- Respectful handling of disagreements

#### **Areas for Improvement:**

- More frequent quick check-ins could reduce last-minute pressure
- Some members needed reminders to upload research earlier
- Future projects might benefit from assigning backup roles for missed tasks

## PART 4

# Campus Sustainability Proposal Project

## Part 1: Team Formation and Planning

### Team Charter

#### 1. Team Goals and Success Criteria

- Develop a comprehensive proposal to improve campus sustainability.
- Conduct research and evaluate existing sustainability issues.
- Submit a high-quality, well-structured proposal.
- Ensure equal participation and meet all deadlines.

#### 2. Roles and Responsibilities

- **Team Leader:** Coordination, meeting schedules, facilitation.
- **Research Coordinator:** Oversees research quality and sources.
- **Writer/Editor:** Drafts proposal, edits for clarity and consistency.
- **Presenter:** Creates and delivers presentation.
- **Team Members:** Contribute research, ideas, and feedback.

#### 3. Communication Protocols and Meeting Schedules

- Primary communication: WhatsApp
- Secondary: Email for files
- Response time: Within 24 hours
- Weekly in-person meetings: Wednesdays at 3 PM

#### 4. Conflict Resolution Procedures

- Identify conflict early
- Discuss openly using respectful communication
- Team Leader mediates
- Escalate to lecturer if unresolved

#### 5. Decision-Making Processes

- Consensus preferred
  - Majority vote when consensus fails
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## Part 2: Team Meetings and Discussions

### Meeting Management

#### Meeting 1 – Initial Planning

- **Agenda:** Project goals, roles, communication setup, task identification
- **Key Decisions:** Roles assigned; WhatsApp group created; tasks outlined
- **Action Items:** Begin research; schedule next meeting

#### Meeting 2 – Research Review

- **Agenda:** Share findings, identify gaps, draft outline
- **Key Decisions:** Additional research needed; draft structure created
- **Action Items:** Members assigned writing sections

#### Meeting 3 – Draft Review

- **Agenda:** Review full draft, refine recommendations, plan editing
- **Key Decisions:** Add detail to recycling plan; improve introduction and conclusion
- **Action Items:** Final editing and proofreading scheduled

### Discussion Quality

- Active listening used consistently
  - Disagreements handled through evidence-based discussion
  - Meetings stayed focused using agendas
  - Summaries provided after each section for clarity
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## Part 3: Collaborative Output

### Team Proposal Development

#### Integration of Research

- All members uploaded findings to Google Docs
- Research Coordinator ensured quality and citations
- Writer/Editor organized content into proposal structure

#### Collaborative Writing Techniques

- Real-time editing via Google Docs
- Comments used for feedback

- Version history monitored for accountability

### **Consistent Voice and Style**

- Unified vocabulary and tone maintained
- Formatting and referencing standardized
- Transitions added between sections

### **Presentation Materials**

- PowerPoint prepared summarizing key findings
- Charts and visuals included
- Each member contributed to slides

### **Peer Evaluation**

#### **Constructive Feedback**

- Members highlighted strong areas and suggested improvements respectfully

#### **Self-Assessment Highlights**

- Growth in clarity, active listening, and confidence
- Improved ability to collaborate using digital tools

#### **Team Strengths and Improvement Areas**

- **Strengths:** Communication, participation, time management, respectful conflict handling
  - **Areas for Improvement:** Faster responses, earlier uploads, better use of task-tracking tools
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## **Part 4: Reflection and Analysis**

### **Process Analysis**

#### **Communication Effectiveness**

- WhatsApp and Google Docs ensured smooth communication
- Agendas guided meetings and prevented confusion

#### **What Worked Well**

- Clear roles and agendas

- Active listening and constructive feedback
- Strong collaboration on final proposal

### **What Could Improve**

- Faster communication
- Better progress tracking
- Avoiding off-topic discussions

### **Personal Communication Development**

- Improved in summarizing information, providing feedback, and speaking confidently
- Gained awareness of communication responsibility in teamwork

### **Connection to Course Concepts**

- Group dynamics, conflict resolution, active listening, and user-centered principles applied

### **Skill Application Plan**

#### **Future Application**

- Use structured tools for group work
- Apply conflict management techniques in academic and professional settings
- Practice professional communication with peers and supervisors

#### **Personal Communication Goals**

- Respond within 12 hours
- Improve clarity and conciseness
- Prepare discussion points in advance
- Strengthen constructive feedback skills

#### **Handling Challenging Team Situations**

- Address issues early
- Use respectful language
- Request mediation when necessary
- Encourage equal task distribute