

NAME: TANKISO MASOEBE

COMMUNICATION SKILLS ASSAGNMENT 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.

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

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