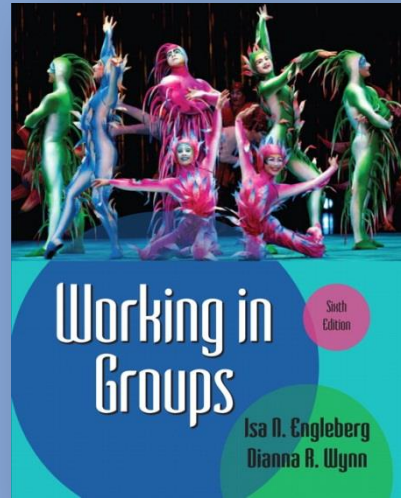


Working in Groups *6th edition*



Isa N. Engleberg

Prince George's Community College

Dianna R. Wynn

Nash Community College

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Introduction to Group Communication

∞ Chapter One ∞

Defining Group Communication

The interaction of three or more interdependent members working to achieve a common goal

Components of Group Communication



Members

- A group can consist of any number of people (members).
- People in groups interact, engage and identify with each other, often at regular or pre-determined times and places.

Members

- The group members share beliefs, principles, and standards about areas of common interest and they come together to work on common tasks for agreed purposes and outcomes.
- People in groups are defined by themselves and by others as group members, in other words individuals are aware that they are part of a group.

Members

Why is three the minimum size for a group?

How are groups limited when there are less than 5 members?

How are groups limited when there are more than 12 members?

What is the ideal size for a problem-solving group?

Interaction

- Requires communication among group members
 - Using verbal and nonverbal messages to generate meanings and establish relationships
- The way in which group member communicate does more than reveal group dynamics, it creates them

Interaction

Group members use verbal and nonverbal messages to generate meanings and establish relationships.

Group communication requires interaction.

Interdependence

- Each group member is affected and influenced by the actions of other members
- A successful interdependent group functions as a cohesive team in which every member is responsible for doing his/her part
- The failure of a single group member can adversely affect the entire group

Interdependence and Working

Interdependence

Each group member is affected and influenced by the actions of other members.

Working

Group members work together to achieve a common goal.

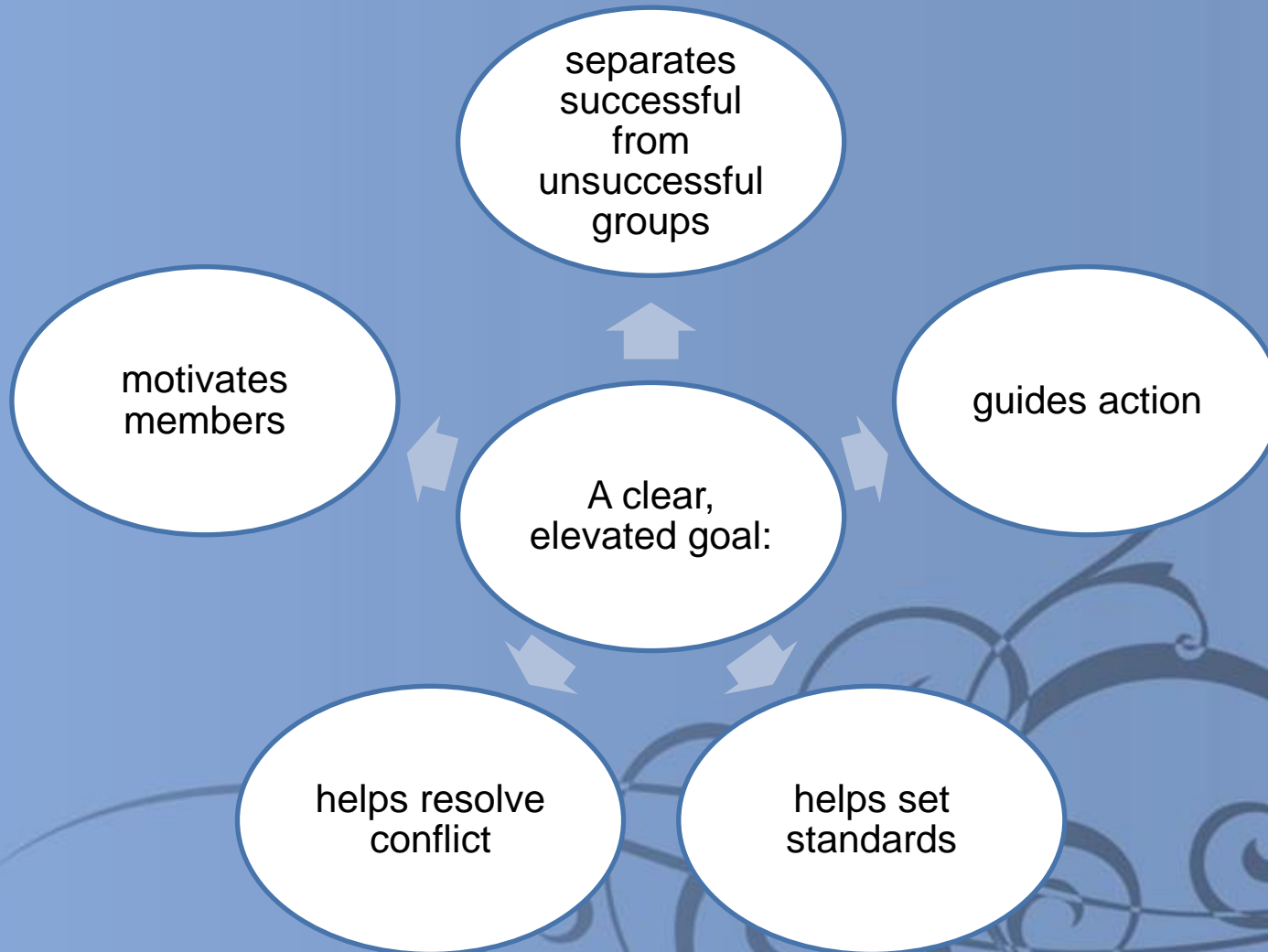
Working

- The physical or mental effort you use when trying to accomplish something
- (group work) the ways in which groups work effectively to achieve a common goal
- Working effectively in a group means joining others in productive and motivating experiences which combine the members talents and energy to achieve a goal

Common Goal

- A goal is the purpose or objective toward which group work is directed
- The groups collective reason or goal defines and unifies the group
- Without a defined goal a group wonders and ultimately becomes ineffective

Common Goal



How to Succeed in Groups

Listen
effectively

Understand
your role

Actively
contribute

Ask clear
questions

Establish a
professional
rapport

How to Succeed in Groups

Communicate effectively with culturally-diverse members

Use language effectively

Convey a professional image

Resolve group conflict

Demonstrate leadership

PowerPoint Quiz

Which of the following situations best represents group communication?

- People talking about politics in an elevator
- People discussing the weather in an airport
- Parents cheering at a school soccer match
- Jury members deliberating a court case
- An audience listening to a concert

Advantages/Disadvantages of Working in Groups

Advantages	Disadvantages
Group Performance	Time, Energy, Resources
Member Satisfaction	Conflict
Learning	People Problems
Cultural Understanding	
Creativity	
Civic Engagement	

The power of T.E.A.M. | Ismael Musoke | TEDxYouth@Croydon

TED^x
Youth@Croydon
x = independently organized TED event

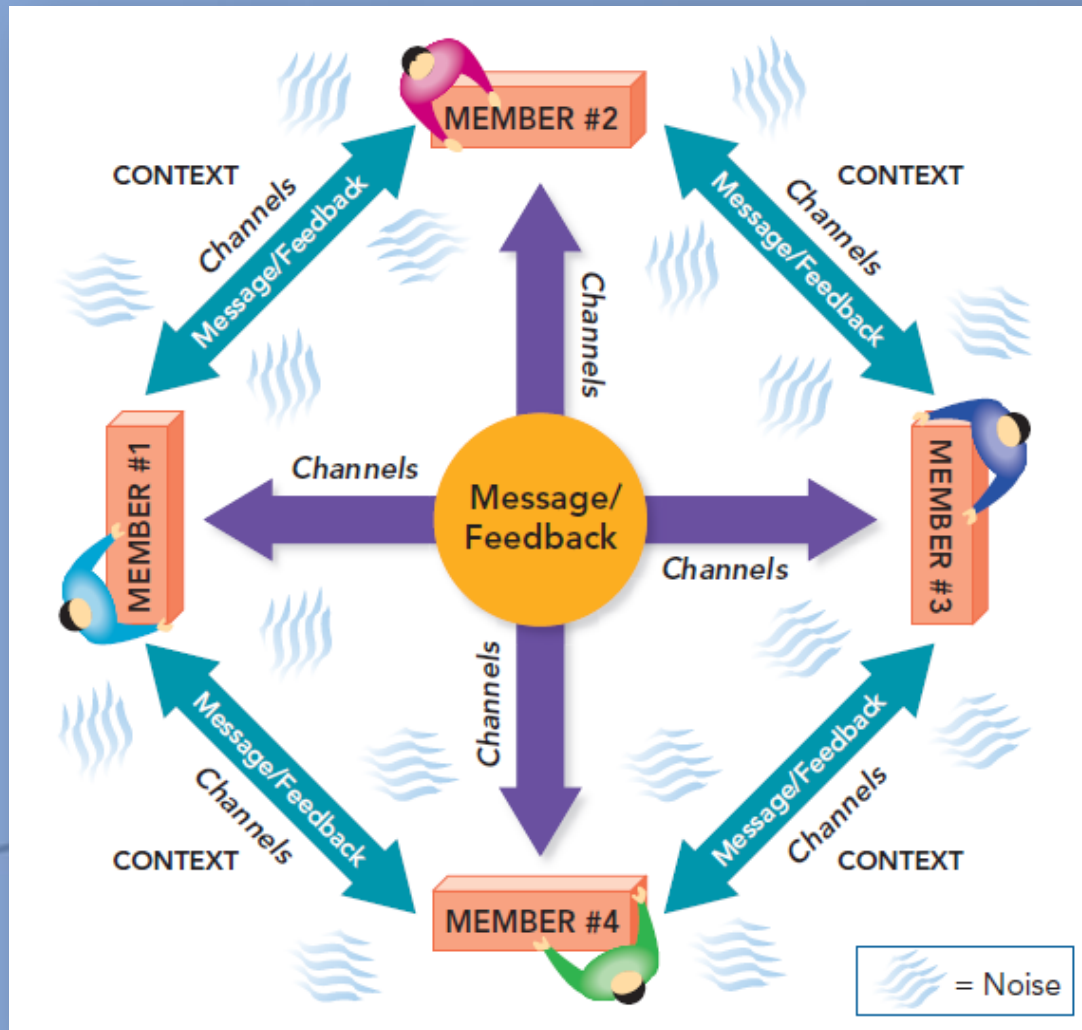
Ismael Musoke

- T - TOGETHER
- E - EVERYONE
- A - ACHIEVES
- M - MORE

Communication Process: Basic Elements



Group Communication Process



Group Communication Process

Match the Concepts

- | | |
|-------------|---|
| A. Members | ___ Anything that interferes with or inhibits communication |
| B. Messages | ___ Ideas, information, opinions, feelings |
| C. Channels | ___ Media used to share messages |
| D. Feedback | ___ Recognized and accepted as belonging to a group |
| E. Context | ___ Response or reaction to a message |
| F. Noise | ___ The physical and psychological environment |

Communication Process: Basic Elements

Groups receive input and produce output.

Members are interdependent.

Groups have goals.

Groups are unpredictable.

Groups balance contradictory tensions.

Basic Types of Groups

Primary
Groups

Social
Groups

Self-Help
Groups

Learning
Groups

Service
Groups

Civic Groups

Work Groups

Public
Groups

Types of Groups

- Primary – to provide members with a affection, support and a sense of belonging
- Social – to share common interests in a friendly setting or participate in social activities
- Self Help – to support and encourage members who want or need help with personal issues/problems

Types of Groups

- Learning – to help members gain knowledge and develop skills
- Service – to assist worthy causes that help other people outside the group
- Civic – to support worthy causes that help people within the group

Types of Groups

- Work – to achieve specific goals on behalf of a business or organization
- Public – to discuss important issues in front of or for the benefit of the public

Additional Types of Groups

Work Groups

Committees

- *ad hoc*
- standing
- task force

Work Teams

Public Groups

Panel Discussion

Symposium

Forum

Governance Group

Balance and Group Dialectics:

dialectics is the art or practice of arriving at the truth by the exchange of logical arguments

Group Dialectics

The competing and contradictory components of group work

Balancing Group Dialectics

The challenge of taking a *both/and* rather than an *either/or* approach to resolving dialectic tensions in groups

Balancing Group Dialectics

Individual Goals ↔ Group Goals

- Personal goals are compatible with group goals.

Conflict ↔ Cohesion

- Cohesive groups are committed, unified, and willing to engage in conflict.

Conforming ↔ Nonconforming

- Members value group norms, but are willing to change.

Balancing Group Dialectics

Task Dimensions ↔ Social Dimensions

- Members want to get the job done and also value their social relationships.

Homogenous ↔ Heterogeneous

- Members value member similarities and differences.

Leadership ↔ Followership

- Effective leadership requires loyal and competent followers.

Balancing Group Dialectics

Structure ↔ Spontaneity

- Members recognize the need for structured procedures and the value of creative thinking.

Engaged ↔ Disengaged

- Members expend energy and work hard, but also need rest and renewal.

Open System ↔ Closed System

- Members welcome input and interchange, but also protect the group and its work.

Match the Types of Groups

A. Primary Group

B. Social Group

C. Self-help Group

D. Learning Group

E. Service Group

(In some cases, more than one type may apply)

___ Alcoholics Anonymous

___ Bowling Team

___ Rotary Club

___ Boy or Girl Scout Troop

___ Church Choir

___ “Tribe” on *Survivor*

___ Group Counseling

The Opposite Proverb is . . .

- Birds of a feather flock together
- He who hesitates is lost.

- Opposites Attract
- Look Before You Leap

Match and Define the Dialectics

- A. Individual
- B. Conflict
- C. Open
- D. Structure
- E. Conformity
- F. Leadership
- G. Engaged
- H. Homogeneous
- I. Task

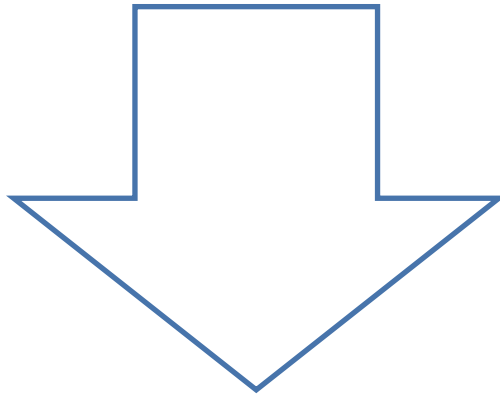
- ___ Closed
- ___ Disengaged
- ___ Spontaneity
- ___ Followership
- ___ Heterogeneous
- ___ Social
- ___ Nonconforming
- ___ Cohesive
- ___ Group

PowerPoint Quiz

Aristotle offered the “doctrine of the mean” as a balanced approach to ethical behavior. He advised that when you face an ethical decision, you should . . .

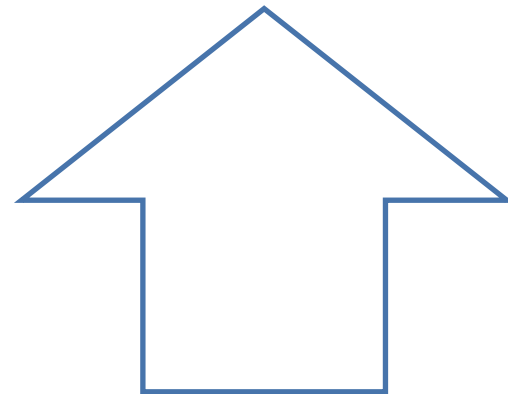
- a. select an appropriate response somewhere between two extremes.
- b. select a response that benefits the most people.
- c. select a response that benefits you the most.
- d. select a response that is at the midpoint between two extremes.

Ethics and Balance



Do group members agree upon and apply standards of right and wrong to group situations and member interaction?

Do group members follow the National Communication Association Credo for Ethical Communication?



Apply the NCA Ethics Credo

In requesting funds for a school club, the officers exaggerate their needs and suggest that other clubs waste money. Which ethics credo principle(s) have the officers violated?

- A. We advocate truthfulness, accuracy, honesty, and reason.
- B. We condemn communication that degrades individuals . . .
- C. We accept responsibility for the short- and long-term consequences of our own communication.
- D. We strive to understand and respect other communicators before evaluating and responding to their messages.