“Working in Groups”

CPS108
September 6, 2000

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Welcome

Who are we?

Why is “working in groups” important?
Today’s Agenda

Setting the stage

Group/team definition

Keys to forming a group/team
  • ground rules
  • setting expectations
  • roles & responsibilities

Maintaining a group/team
  • accountability
  • dealing with conflict

Closing thoughts
What is a Group or Team?

**Group**: a number of persons or objects gathered, located, or classified together; a collection of individuals.

**Team**: a group of people who are interdependent working on a common goal.

- They have a reason or purpose for working together.
- They need each other’s experience, ability and commitment to obtain mutual goals (this is interdependence).
- They believe that working as a group leads to more effective work output than working alone.
- They are accountable within a larger organizational context.

A team is a type of group.
Tell us about a “great team” you’ve been on
Two Sides to Every “Group”

Content
“What”

Process
“How”
The Case Study
Ground Rules

Why?

• Guides individual behavior in a way that supports the group’s effectiveness.
• Help ensure success.

Examples:

Be on time to all meetings
No side-bars – one person talks at a time
No interrupting
Listen for understanding, discern, but make no judgments
Ask for clarifications
Raise issues - don’t make/take them personally
Treat what is said with confidentiality
Exercise #1

'Ground Rules'

INSTRUCTIONS:

• As a group discuss the question:
  “What ground rules would be useful for our group and could help us be successful?”

• List at least two ground rules for your group.

1. ____________________________________________

2. ____________________________________________
Setting Expectations

Why?

• Understand what each person wants from group participation and what they are willing to give (level of effort).

• Identify areas of potential conflict.

Examples:

Deadlines met
Help with Java
Flexibility on time of day for meetings
An “A” in this class to keep my scholarship
Good project experience that I can show to prospective internship companies
Time to complete my other projects
#### Exercise #2

**‘Setting Expectations’**

**INSTRUCTIONS:**

- Individually fill out the grid below with at least one item under each heading.
- Discuss what you wrote with your group.
- As a group look for areas of potential conflict.

<table>
<thead>
<tr>
<th>What I need</th>
<th>What I can contribute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
<td>2.</td>
</tr>
</tbody>
</table>
Roles and Responsibilities

Why?

• Clarify roles and prevent confusion.
• Provide an way for group members to commit to their responsibilities.
• Increase communication.
• Distribute influence more equitably.

Examples:

Bob will do all documentation but will need the support of Sue
Jane will coordinate all meetings
Ted will complete the first tasks and will then hand off to Mary
Jim must approve all work
Exercise #3
‘Roles and Responsibilities’

INSTRUCTIONS

• For the purposes of today’s example we have already identified the tasks to be completed.

• Review the tasks.

• As a group determine who will be responsible and who will support each task.

• Complete the following chart.

NOTE: Each group member must be responsible for at least one task and support at least two tasks.
## Exercise #3 cont.

### 'Responsibilities Chart'

<table>
<thead>
<tr>
<th>R = Responsible</th>
<th>S = Support</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group mbr #1</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Group mbr #2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Group mbr #3</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Group mbr #4</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Meet w/ OIT and communicate back to group
- Prepare agendas for meetings
- Schedule the meetings/reserve meeting room
- Develop documentation conventions, maintain consistency throughout project
- Setup and maintain revision control system
- Design User Interface (GUI)
- Design general application (controller)
Accountability

What is it?

- To be responsible.
- To account for one’s actions.
- To fulfill commitments.

Case Study
Part 2
Dealing with Conflict

Why?
• Some level of conflict is good.
• Increases potential for productivity.
• Leads to creativity.

What should you do?
Speak your mind and heart
Listen well
Express strong feelings appropriately
Remain rational as long as possible
Summarize and ask questions
Give and take
Avoid all harmful statements
Closing Thoughts