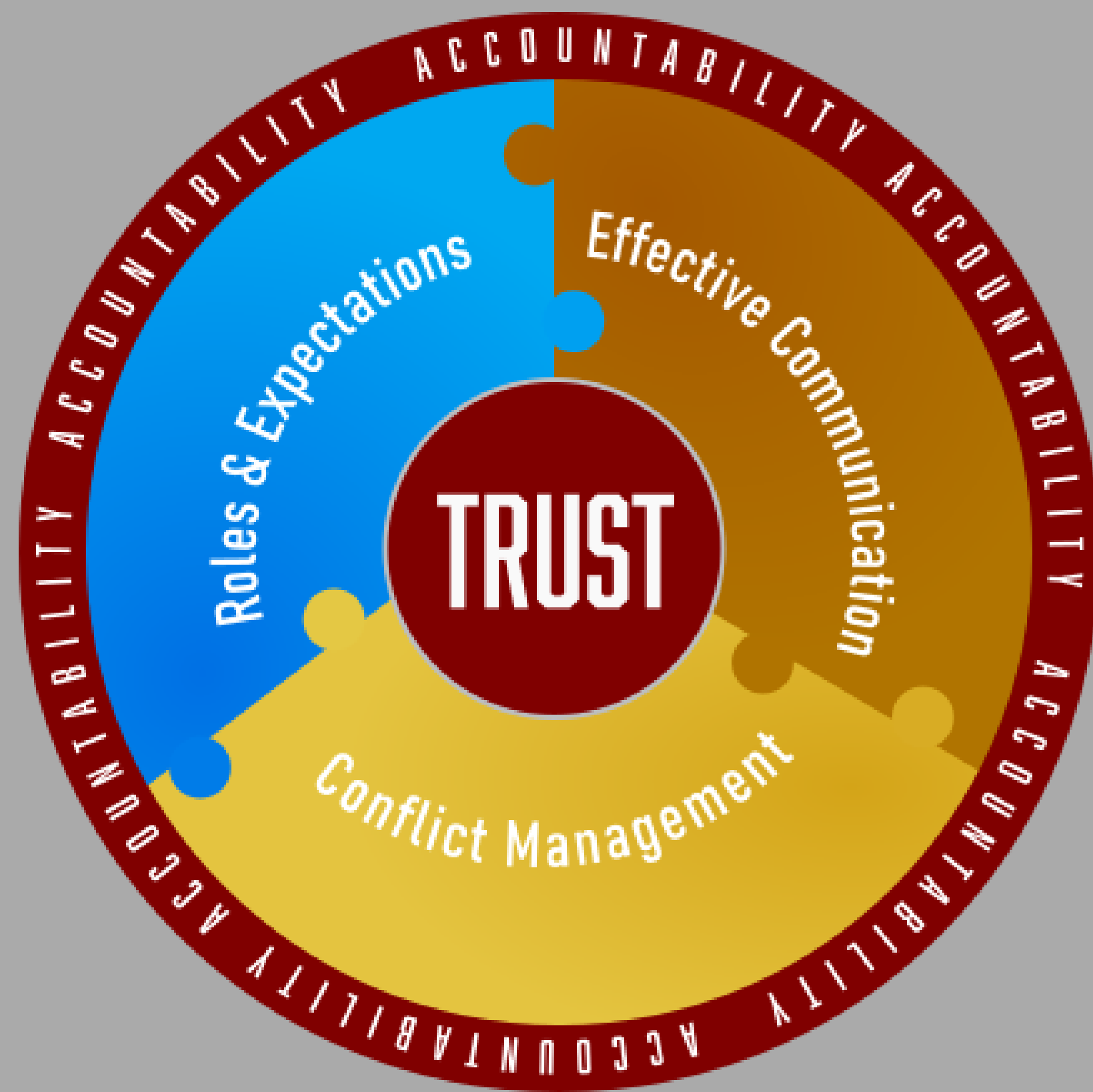




TEXAS A&M UNIVERSITY

J. Mike Walker '66 Department of
Mechanical Engineering



Effective Team Communication

UNITES: Undergraduates Improving Teamwork Skills

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Joanna Tsenn, and Jonathan Weaver-Rosen

Preparation:

1. Find and sit with your project team
(merge with another group as needed to
have 4-6 people per group)
2. Download the fillable chart for the activity
(shown on the right)
3. Prepare to be shipwrecked!

PACE setter

Lost at Sea Ranking Chart

Items	Step 1	Step 2	Step 3	Step 4	Step 5
	Your individual ranking	Your team ranking	Coast Guard ranking	Difference between Step 1 & 3	Difference between Step 2 & 3
A sextant					
A shaving mirror					
A quantity of mosquito netting					
A 25 liter container of water					
A case of army rations					
Maps of the Atlantic Ocean					
A floating seat cushion					
A 10 liter can of oil/petrol mixture					
A small transistor radio					
20 square feet of opaque plastic sheeting					
A can of shark repellent					
One bottle of 160 proof rum					
15 feet of nylon rope					
2 boxes of chocolate bars					
An ocean fishing kit & pole					
			Totals	Your score	Team score

Lost at Sea Activity



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Your Task: Prioritize your resources

Rank the 15 items in terms of their importance for you, as you wait to be rescued. Place the number 1 by the most important item, 2 by the second most important, and so forth.

Part 1 (10 minutes)

1. Determine your rankings **individually** (Column 1)

2. Reach a consensus to determine your **group** rankings (Column 2)

Part 2

Compare to Coast Guard rankings as a class to determine your scores (Columns 3-5)



Lost at Sea Ranking Chart

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A small transistor radio					
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A can of shark repellent					
One bottle of 160 proof rum					
15 feet of nylon rope					
2 boxes of chocolate bars					

What is your opinion of the importance of team communication?





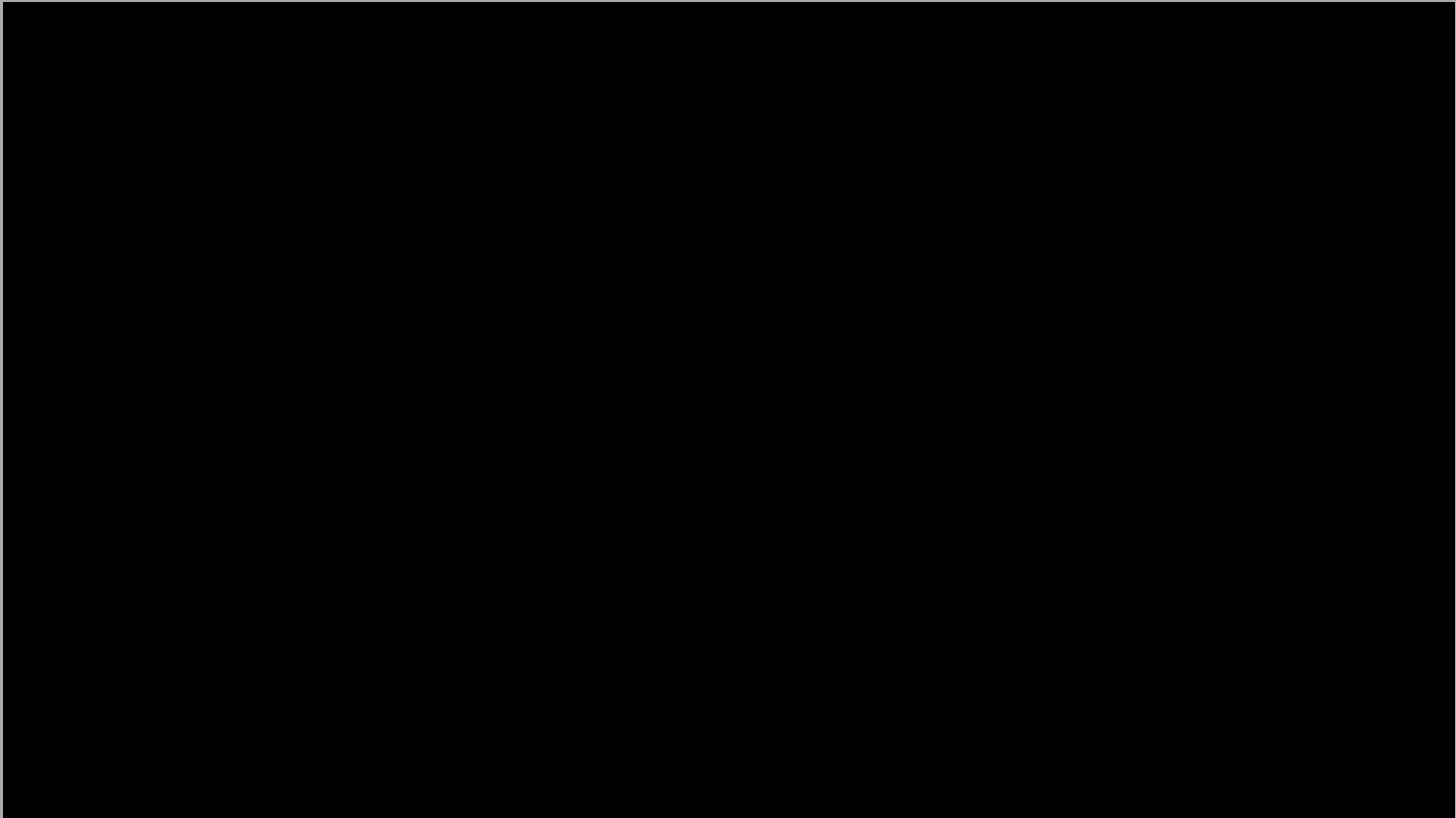
- *Stages of teaming*
- *Team charters for defining roles*
- *Group/individual expectations*

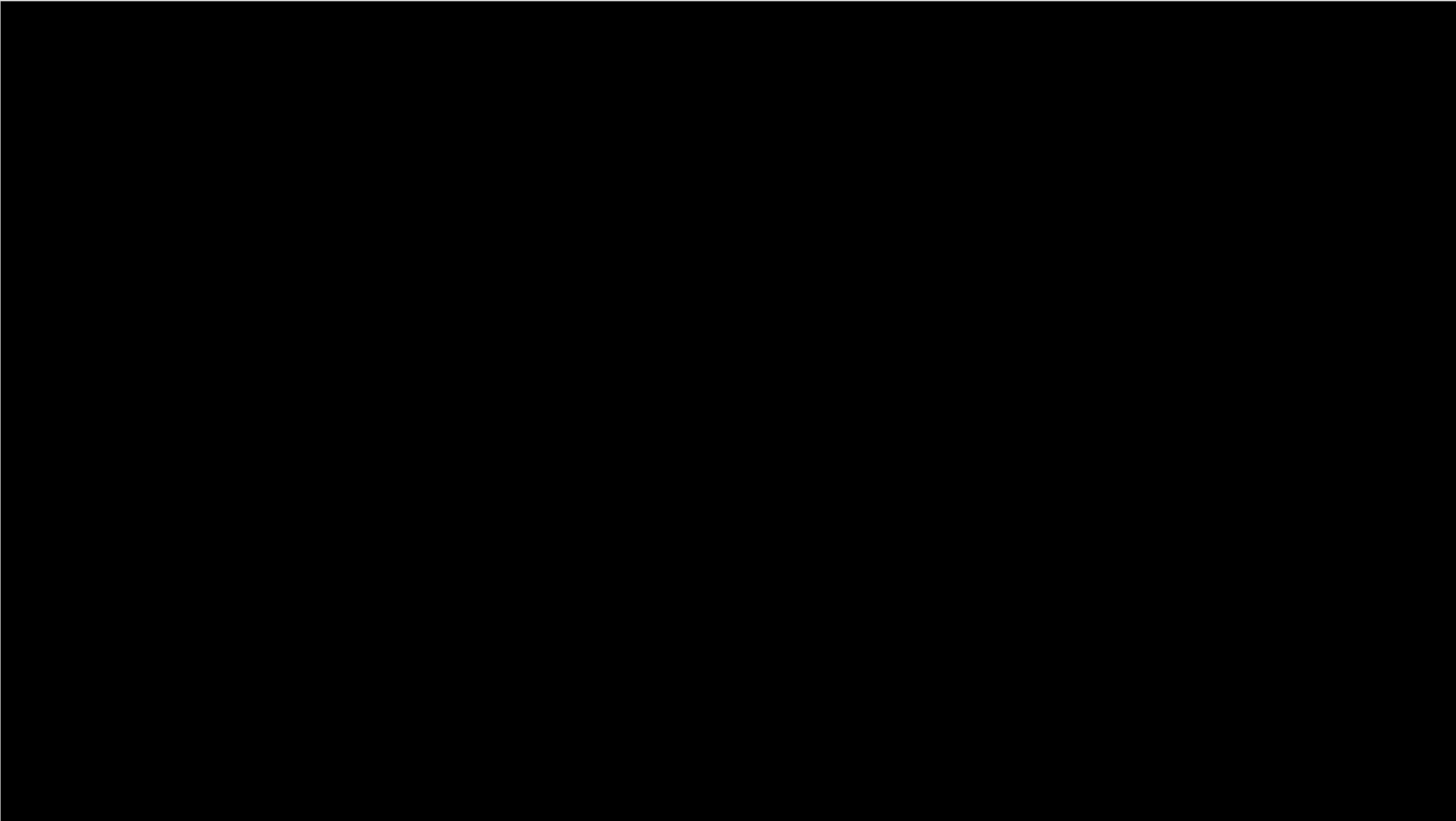


Team Roles and Expectations Review - Module 1



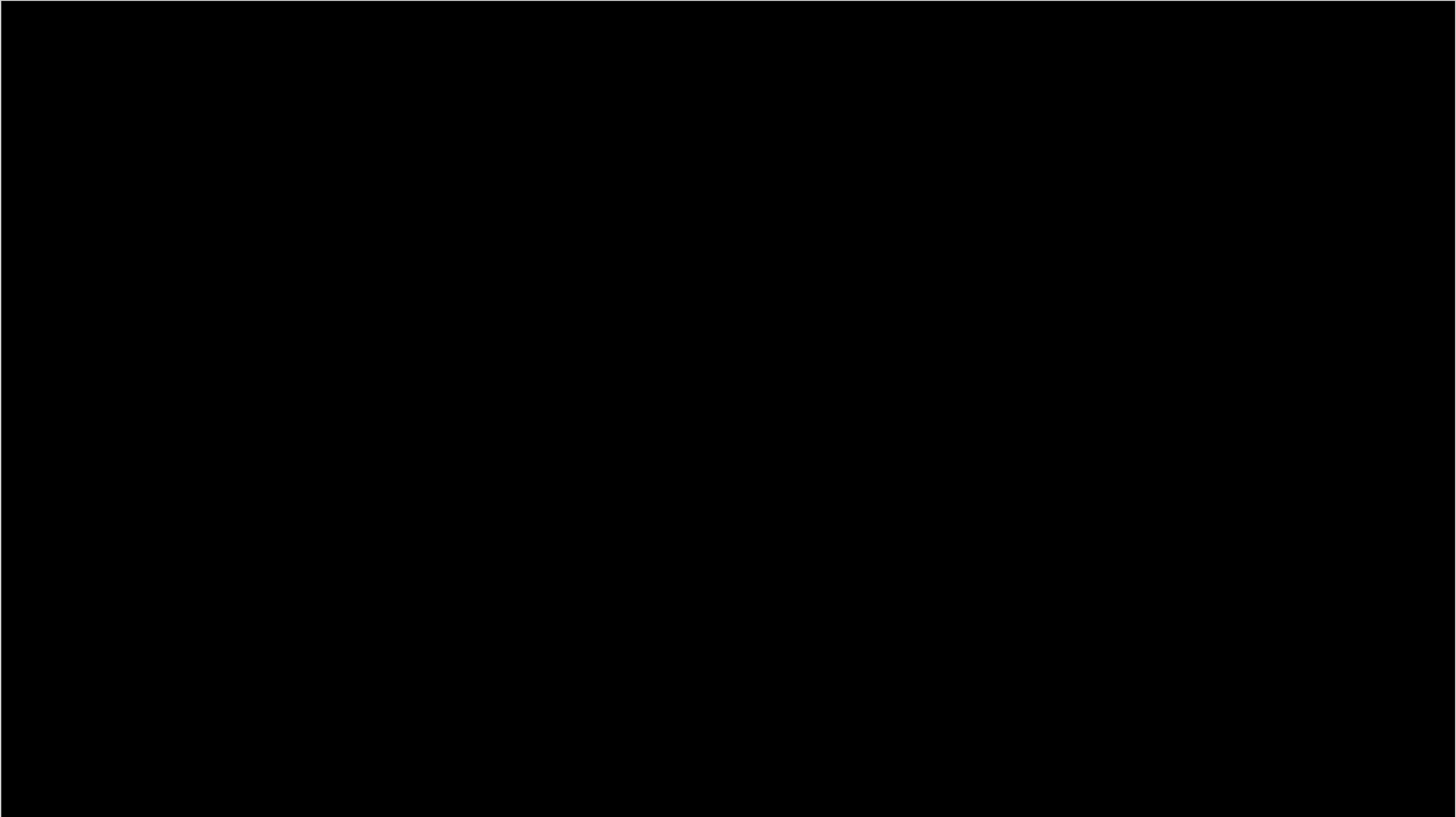
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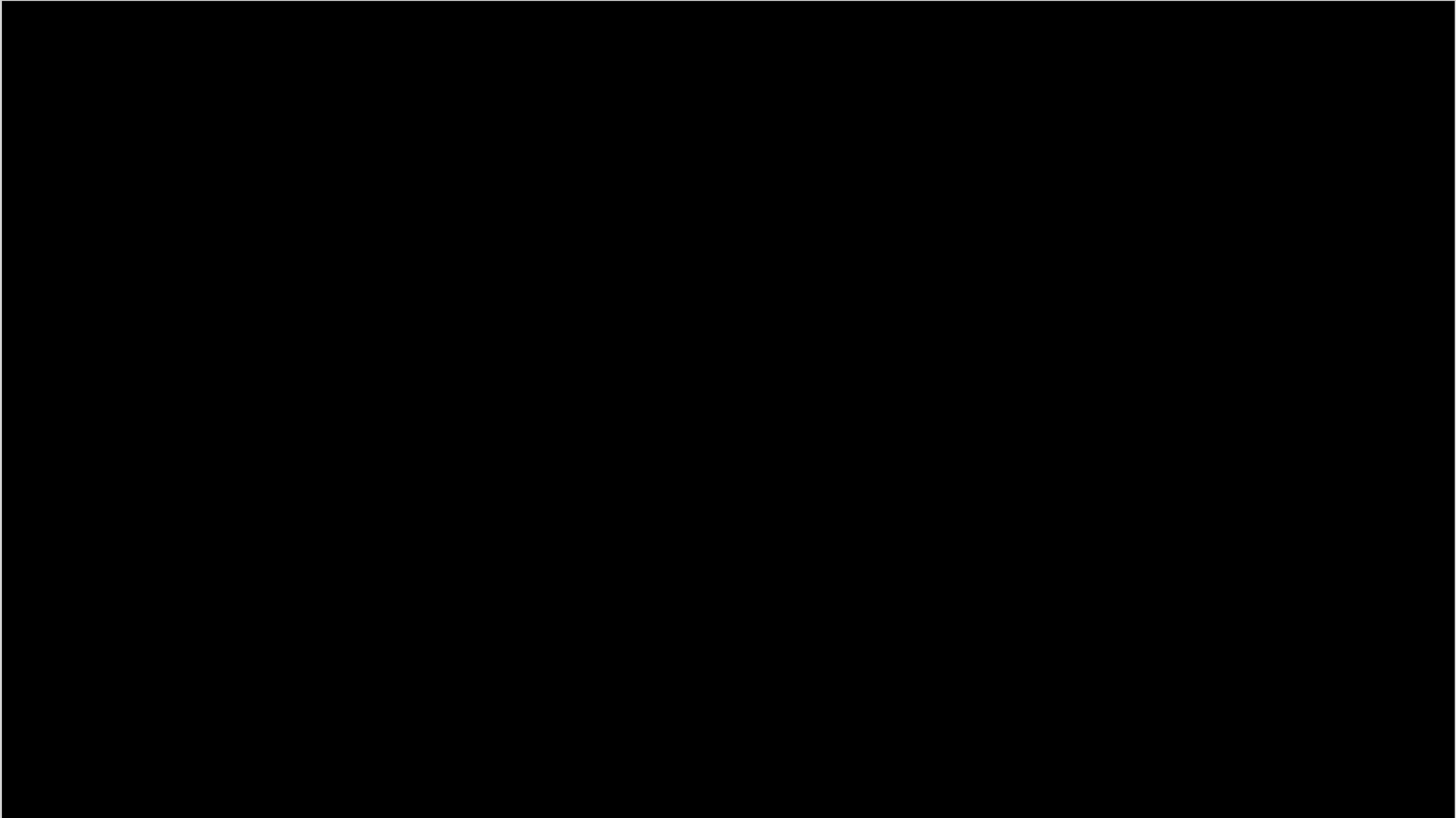
- Have you realized how important communication is in all aspects of life? And how significant the consequences can be?
- Raise your hand if you have experienced a conflict stemming from poor communication.
- Anyone want to share?





- Think back to the last time you worked on a team. Would you want to work with those people again?
- Why or why not?





Effective teamwork begins and ends with communication.

**Mike
Krzyszewski**

- Think back on the Lost at Sea activity. What changes could you make to improve team communication?
- Do you see benefits to having members with different styles/personalities?



Working Styles Assessment

- Teams are composed of individuals with different backgrounds, work experiences, and working styles
- You will complete a Working Styles Assessment to learn about your dominant working style





TOOL (continued)

QUESTIONNAIRE: YOUR WORKING STYLE

Name:

1. When performing a job, it is most important to me to:

- A Do it correctly, regardless of the time involved.
- B Set deadlines and get it done.
- C Work as a team, cooperatively with others.
- D Demonstrate my talents and enthusiasm.

2. The most enjoyable part of working on a job is:

- A The information you need to do it.
- B The results you achieve when it's done.
- C The people you meet or work with.
- D Seeing how the job contributes to progress.

3. When I have several ways to get a job done, I usually:

- A Review the pros and cons of each way and choose.
- B Choose a way that can begin to work immediately.
- C Discuss ways with others and choose the one most favored.
- D Review the ways and follow my "gut" sense about what will work the best.

4. In working on a long-term job, it's most important to me to:

- A Understand and complete each step before going to the next step.
- B Seek a fast, efficient way to complete it.
- C Work on it with others in a team.
- D Keep the job stimulating and exciting.

Read each statement and order
your responses with the
numbers "1", "2", "3", and "4".

"1" = BEST describes you
"4" = LEAST describes you

Transfer the results to the score sheet and total the columns

Transfer the answers from the Working Styles questionnaire onto the scoring grid below by entering the number you choose for each letter. Next, total the columns and record the answers in the space provided.

QUESTIONNAIRE RESULTS:

Question 1	A	<input type="text"/>	B	<input type="text"/>	C	<input type="text"/>	D	<input type="text"/>
Question 2	A	<input type="text"/>	B	<input type="text"/>	C	<input type="text"/>	D	<input type="text"/>
Question 3	A	<input type="text"/>	B	<input type="text"/>	C	<input type="text"/>	D	<input type="text"/>
Question 4	A	<input type="text"/>	B	<input type="text"/>	C	<input type="text"/>	D	<input type="text"/>
Question 5	A	<input type="text"/>	B	<input type="text"/>	C	<input type="text"/>	D	<input type="text"/>

Your **lowest** score is your preferred or dominant working style. In the case of a tied score, you should pick the working style you feel is most like you.

■ Your dominant working style is:

Your **LOWEST** score is your preferred or dominant working style. In the case of a tied score, you should pick the working style you feel is most like you.

A = Analytical

B = Driver

C = Amiable

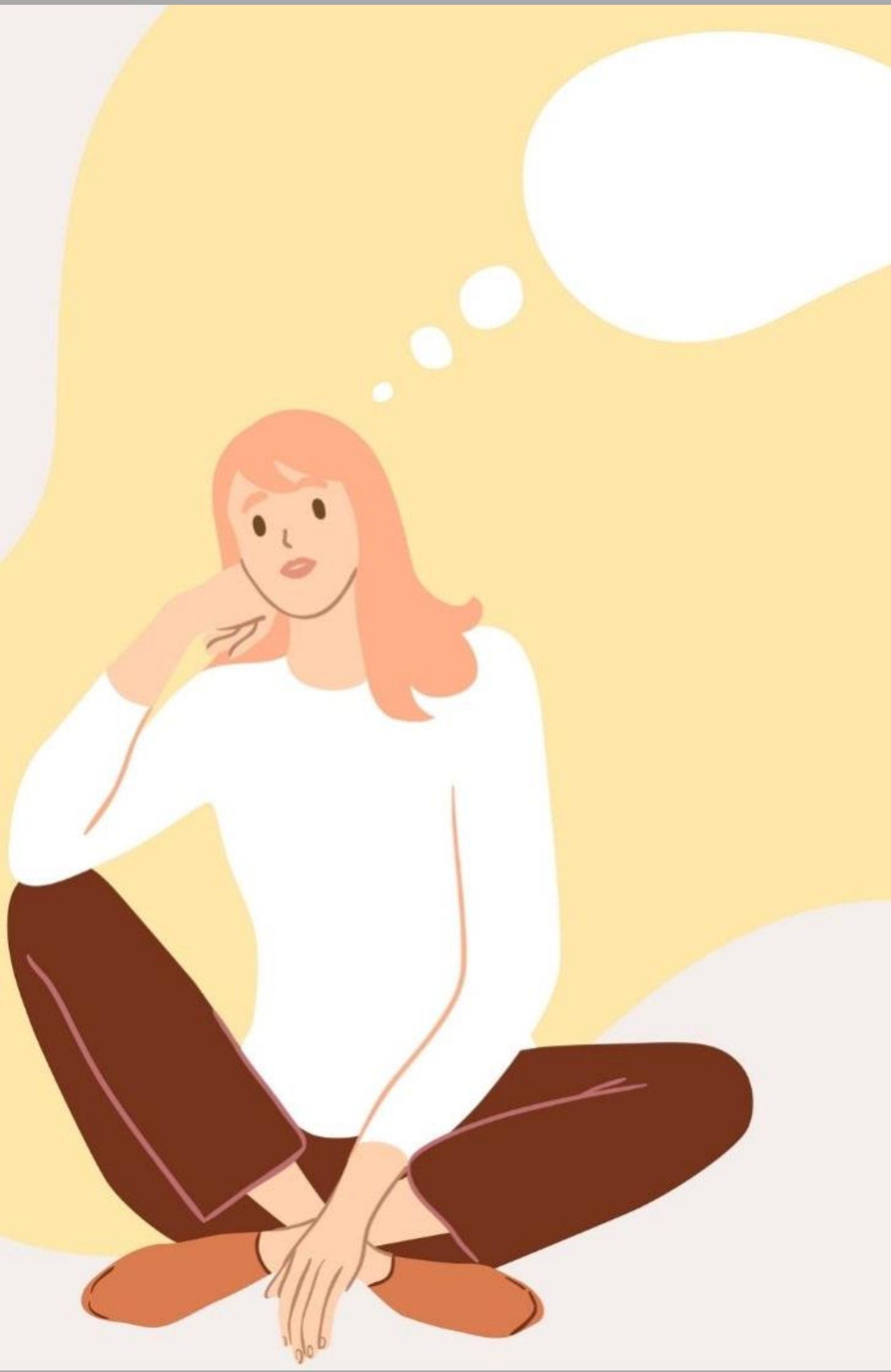
D = Expressive

Working Style Characteristics

A-Analytical	B-Driver
<ul style="list-style-type: none"> • Cautious actions and decisions 	<ul style="list-style-type: none"> • Takes action and acts decisively
<ul style="list-style-type: none"> • Likes organization and structure 	<ul style="list-style-type: none"> • Likes control
<ul style="list-style-type: none"> • Dislikes involvement with others 	<ul style="list-style-type: none"> • Dislikes inaction
<ul style="list-style-type: none"> • Asks many questions about specific details 	<ul style="list-style-type: none"> • Prefers maximum freedom to manage self and others
<ul style="list-style-type: none"> • Prefers objective, task-oriented work environment 	<ul style="list-style-type: none"> • Cool and independent, competitive with others
<ul style="list-style-type: none"> • Wants to be accurate and therefore relies too much on data collection 	<ul style="list-style-type: none"> • Low tolerance for feelings, attitudes and advice of others
<ul style="list-style-type: none"> • Seeks security and self-actualization 	<ul style="list-style-type: none"> • Works quickly and efficiently by themselves
C-Amiable	D-Expressive
<ul style="list-style-type: none"> • Slow at taking action and making decisions 	<ul style="list-style-type: none"> • Spontaneous actions and decisions, risk taker
<ul style="list-style-type: none"> • Likes close, personal relationships 	<ul style="list-style-type: none"> • Not limited by tradition
<ul style="list-style-type: none"> • Dislikes interpersonal conflict 	<ul style="list-style-type: none"> • Likes involvement
<ul style="list-style-type: none"> • Supports and "actively" listens to others 	<ul style="list-style-type: none"> • Generates new and innovative ideas
<ul style="list-style-type: none"> • Weak at goal setting and self-direction 	<ul style="list-style-type: none"> • Tends to dream and get others caught up in the dream
<ul style="list-style-type: none"> • Demonstrates excellent ability to gain support from others 	<ul style="list-style-type: none"> • Jumps from one activity to another
<ul style="list-style-type: none"> • Works slowly and cohesively with others 	<ul style="list-style-type: none"> • Works quickly and excitingly with others
<ul style="list-style-type: none"> • Seeks security and inclusion 	<ul style="list-style-type: none"> • Not good with follow-through

How to Work with Other Styles

<div> <div>Your Style</div> <div>Other Style</div> </div>	Analytical	Driver	Amiable	Expressive
Analytical	Establish priority of tasks to be done. Commit to firm time frames for your work and stick to them.	Take a deep breath, relax and slow down. With analyticals, you need to demonstrate you have considered all or most options or outcomes before moving ahead.	Cut short the social hour and get right down to the specifics. The more information you have to support your position, the better.	Translate your vision into specific tasks or goals. Involve analyticals in research and developing the details of the plan of action.
Driver	Organize your work around major themes; prepare "executive summaries" with headings or bullets that state the conclusions first and supporting data and analysis second.	Remind each other of your similarities and your need to adopt qualities of the other styles.	Don't take anything personally. Getting results is what counts with drivers; be decisive and dynamic. Emphasize the bottom line.	Take time to think about what your vision really is; translate it into action steps with objectives and timelines.
Amiable	Start off on a personal note, gravitate to project specifics and expectations; emphasize the greater good of the project.	Spend time up front gaining trust and confidence; be inclusive. Be sure to be specific about deadlines, even when it seems obvious.	Laugh with each other about how important it is being relational. Then focus on what we really need to accomplish here and do it.	Tell them how important the team concept is to making your vision a reality. Give amiables the job of team building to make the dream come true.
Expressive	Jazz up your presentation; try to think of the BIG picture. Involve the expressive in developing the "vision" or marketing of the plan.	Be patient and try to work with a flip chart to harness creative spirits. Emphasize time lines and due dates. Build in flexibility to allow the free rein of creativity.	Engage the expressive with appreciation of their vision and creativity. Harness this energy to deal with pesky but important details only they can address.	Remind each other of your tendency to generate a lot of ideas without thinking through how to implement them.



- Consider your dominant working style
 - *What do others need to know to work effectively with your style?*
 - *What are your challenges in working with the other working styles?*
- None of us is purely one working style. Don't get caught up on your dominant style but consider all of them.
- You may need to adjust your working style based on your role in the group and the situation.

3

Identify 3 things that you learned, found interesting, or confirmed

2

Identify 2 questions that you still have

1

Identify 1 thing that you will implement or do differently

Go!

- Submit your 3-2-1 responses
- Submit your Working Styles assessment with team reflection

