Hanna Perez

Dr. Sharron Greaves

Communications 107

03 April 2022

Case Study: Group Communication

1. **Classify each statement in this scenario as one of the forms of group communication (task, procedural, climate, egocentric). Is the balance among forms appropriate for a decision-making group?**
    a. Task Communication:
        i. “We’ve got 23 applications for funding and a total of $19,000 that we can distribute.”
        ii. “It may be better to start by determining the criteria that we’ll use to decide if groups get any funding from student fees.”
        iii. “We should set up our criteria before we look at applications.”
        iv. “Let’s set up for the criteria first and then review the applications against those”
        v. “Does anyone have a copy of those?”
    b. Procedural Communication:
        i. “Maybe we should start by listening how much of the 23 groups want.”
        ii. “Sounds good. Pat, what do you think?”
        iii. “Good question. Thomas, you were on the committee last year. Do you remember what they counted as an educational benefit?”
        iv. “Thomas, Joyce, do you?”
    c. Climate Communication:

i. “It is not like we’re against art or anything. It’s just that the funding we can distribute is for educational benefit.”

ii. “We don’t want to define a student interest as student identity or anything like that.”

d. Egocentric Communication:

i. “I think educational benefit has more to do with information and the mind, and art has more to do with the soul. Does that sound to hokey?”

ii. “So, we want to say that we don’t distribute funds to any hokey groups, right?”

Even though we see more statements going for task communication, I think that this conversation is very balanced, knowing that the context is a situation where topics of academic importance are being discussed, therefore, we should not expect more egocentric communication than task communication. In addition, with the little information we have, we know that all participants in this meeting have good leadership that allows them to focus on the tasks they have determined to do, which avoids distractions or conflicts.

2. Based on this discussion, does this group seem to have a single leader, or do different members provide leadership to the group?

Based on this conversation, I believe there are different leaders that provide some kind of leadership to the group. At first, I thought Thomas was the only leader because, since he had previous experience in his position, everyone turned to him to ask for advice and clarity on some questions, questions that were always

responded to by him; I would say he is the main leader, not only because of that, also because his soft skills, something very little but important is that he asked Pat what did she think about looking at the criteria first and then reviewing the applications; He wanted everyone to be involved, which makes him a great leader. But he is not the only one we see taking leadership in this group; we also see Joyce providing the group with important information and also asking key questions that are going to drive the group to their goal.

3. **How do you perceive the interaction pattern between members? Does everyone seem to be involved and participating?**

   In this case, specifically, I believe that since it is the first time they are meeting, there is a lot of nervousness in the room, at least for those who are new to the team, meaning: Davinia and Pat. The interaction pattern is centralized because Thomas and Joyce are the ones holding the central positions, and most of the conversation goes directly to them, but even though they talk more than the other members and they are clearly the main leaders of the group, something that they do as good leaders is to include them in the conversation, ask them about their opinions so they don't feel like they are not doing anything but actually helping. At the end of the conversation, we see a more talkative Pat and a more confident Davinia.

4. **Are any of the potential values of group versus individual decision-making evident in this discussion?**

   There are several potential strengths of the group; one of them is **synergy**, a special kind of collaborative vitality that enhances the efforts, talents, and strengths

of individual members (Wood 242); we can see this when everyone turns to ask questions to Thomas, the one who has previous experience in the position; they all asked him questions because they knew he would answer appropriately, and they have repeatedly reminded the group that he had experienced so he was the perfect one to help in some kind of duties. We also see the synergy through the organization Joyce has; she has the type of leadership that makes everything organize, and that is how she contributes to the group, and that is something that everyone is aware of. We also see **groupthink**, in which members cease to think critically and independently, they are constantly saying their own opinions, and nobody is criticizing that but listening because all of them have the same goal and just want to make the best decision for the team and the school.