Synergy, Do you, have it?: Small Group Dynamics
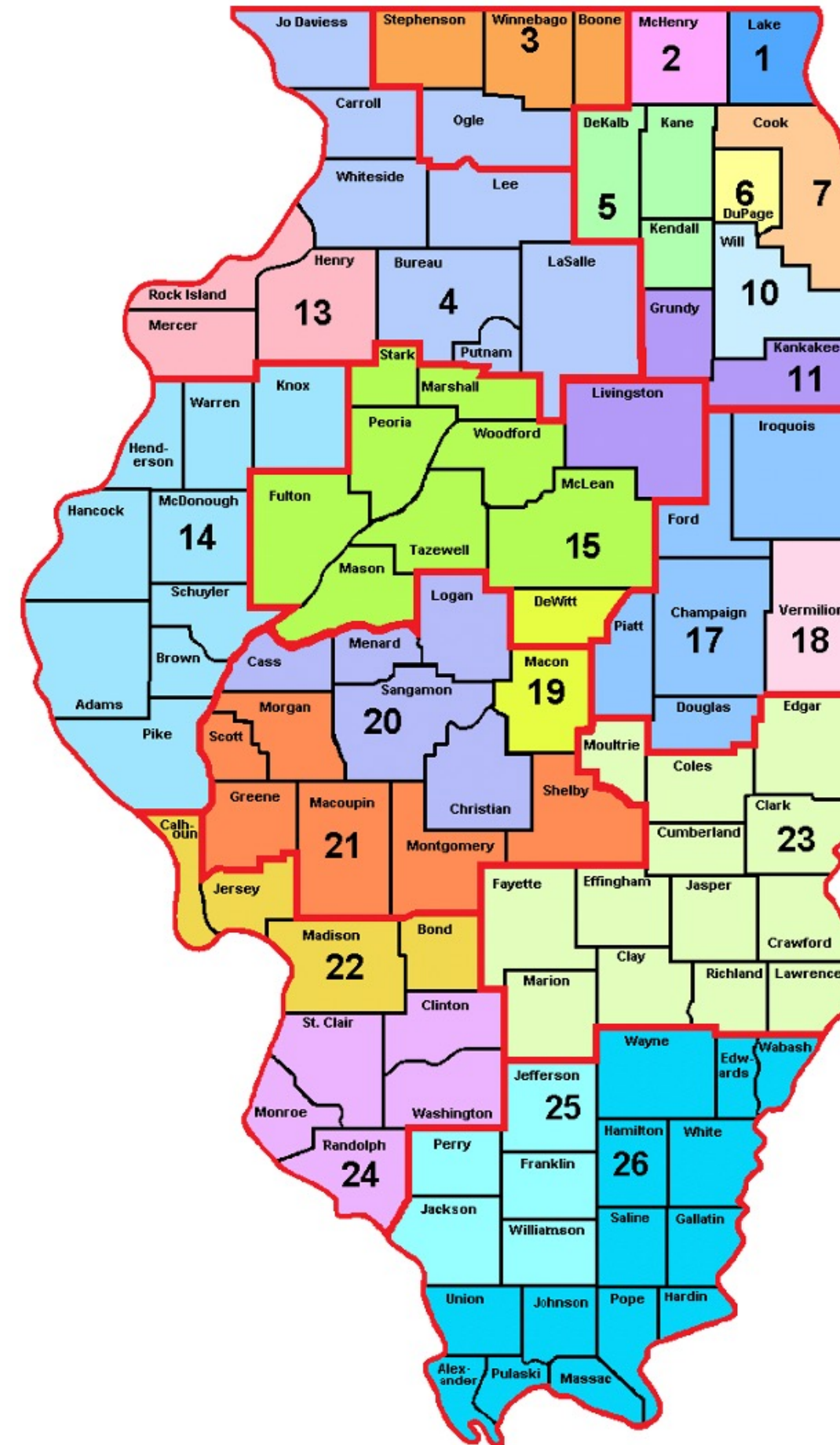
September 18, 2024

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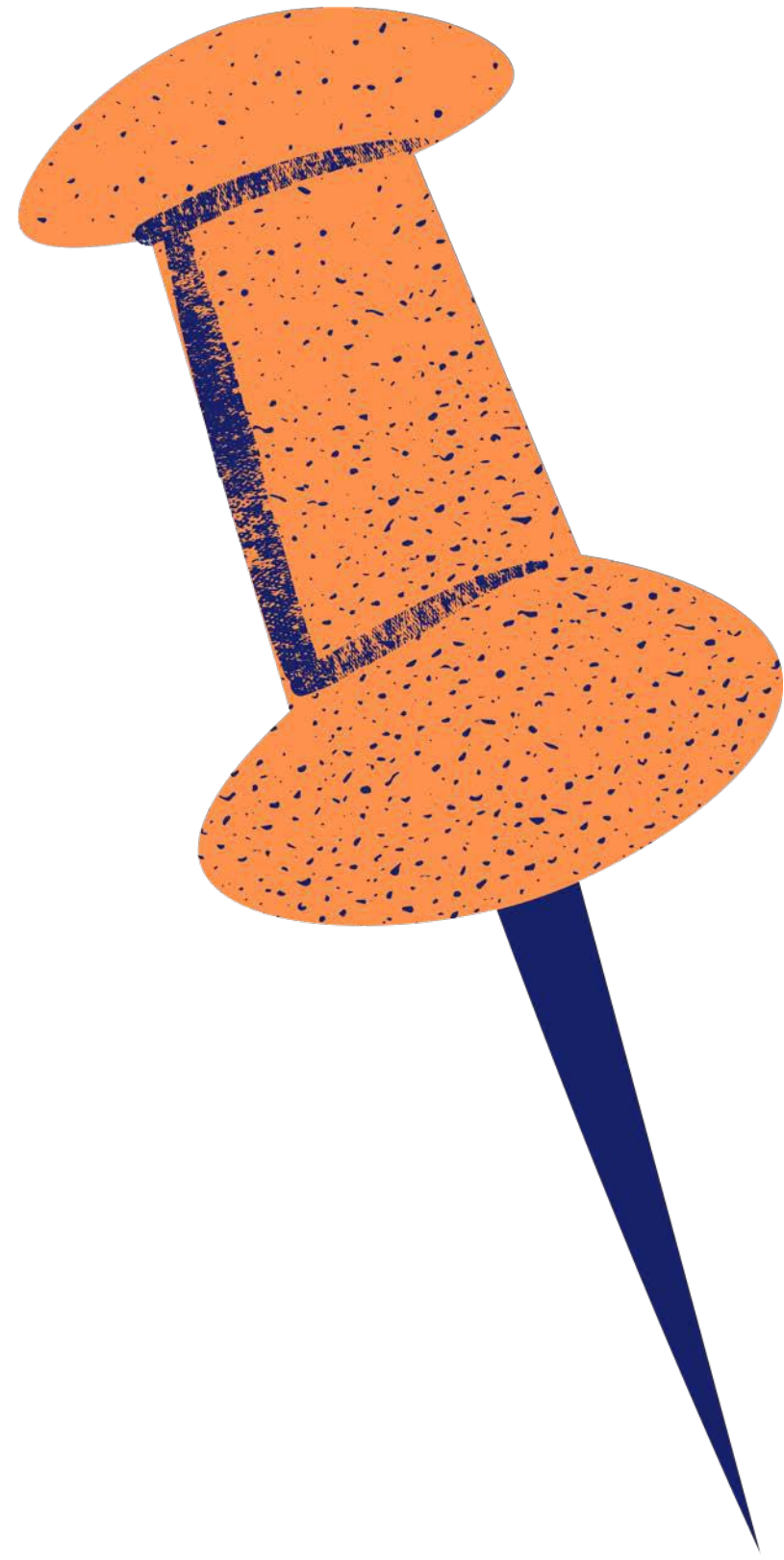
Agenda

- Benefits of Group Work

- Group Synergy

- Group Think

- Action Tips

- Roles

- Connection

Poll

📌 **Have you ever had a "challenging" experience working in a group?**

- **Yes**
- **No**

In the Chat or on a scratch pad

What was the challenge in your group work experience?

Describe what made that group work experience "challenging or unpleasant".

Benefits of Group Work

"Group work is associated with deeper learning, strong information retention, and the acquisition of valuable communication and teamwork skills" (Oakley, Felder, Brent, & Elhaji, 2004).

- 📌 Foster creativity and learning. Creativity thrives when people work together on a team.

- 📌 Blends Complementary Strengths

- 📌 Builds Trust

- 📌 Teaches Conflict Resolution Skills

- 📌 Promotes a Wider Sense of Ownership

- 📌 Encourages Healthy Risk-Taking

https://uwaterloo.ca/centre-for-teaching-excellence/teaching-resources/teaching-tips/developing-assignments/group-work/making-group-contracts

Group Synergy

The output is greater than the sum of its parts.

Tips for Team Synergy

- Be Clear

- Communicate

- Empowerment

- Commitment

Groupthink

📌 When members of the group are more concerned with getting the task done as opposed to getting it done right.

Things to consider:

Group Size

Task interdependence

Heterogeneity

Strategies to Form Groups

Keep groups small

Designate time for regular group meetings

Use group skills inventories to help teams delegate subtasks

Assign roles

Allow employees to use digital tools that facilitate remote and/or asynchronous meetings

Designate time in the project schedule for the group to integrate parts

Group Roles

Task Roles- help the group accomplish goal

Relationship Roles- Provide social needs of the group

Disruptive Roles- Individuals put their needs above the group.

Task Roles

Initiator: helps the group by proposing ideas right away

Information seeker/giver: asks for ideas from others/shares opinions

Organizer: Keeps the group on task and organizes meetings and agendas

Clarifier: Asks questions to make sure everyone understands

Elaborator: expands on the ideas of others

Evaluator: positively, yet critically, reflects on an offers value judgments on suggestions

Reflection Poll

Have you ever taken one of the task roles in a small group dynamic? Check all that apply!

- Initiator: helps the group by proposing ideas right away

- Information seeker/giver: asks for ideas from others/shares opinions

- Organizer: Keeps the group on task and organizes meetings and agendas

- Clarifier: Asks questions to make sure everyone understands

- Elaborator: expands on the ideas of others

- Evaluator: positively, yet critically, reflects on an offers value judgments on suggestions

Relationship Roles

Gatekeeper: sees that everyone is involved in an open discussion, encourages participation among all members, and helps to control the flow of conversation.

Harmonizer: helps to settle conflicts between members by maintain peace within the group

Tension Reliever: uses humor to relieve tension when conflict or deadlines loom

Supporter: encourages positive feelings, consoles, and counsels' other members

Reflection Poll

Have you ever taken one of the relationship rolls in a small group dynamic? If so, which one?

Gatekeeper: sees that everyone is involved in an open discussion, encourages participation among all members, and helps to control the flow of conversation.

Harmonizer: helps to settle conflicts between members by maintain peace within the group
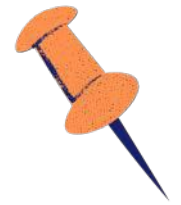
Tension Reliever: uses humor to relieve tension when conflict or deadlines loom

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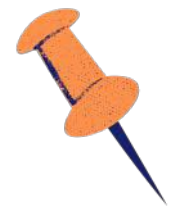
Disruptive Roles
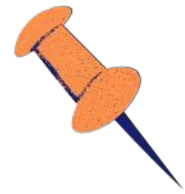
📌 Blocker: opposes ideas but offers no solutions

📌 Avoider: refuses to participate

📌 Credit Seeker: tries to take credit for other group members ideas or the workload of the whole group

📌 Distractor: tries to get the group off track by acting silly or talking off subject

📌 Dominator: monopolizes the discussion and prevents others from expressing their ideas and wants to do all the work to make sure it is done "right"

Group Norms

Expectations of behavior for how each member participates within the group

Implicit

-Not directly stated

-Indirectly observed

-Unspoken Rules

Ex. Shaking hands when you first meet someone

Explicit

-Directly stated

-Formal Rules

Ex. Group Contracts

Group Contracts

📌 Expectations

📌 Assignments

📌 Outline for processes

📌 Signatures for beginning and end

📌 Workplans

Benefits of Group Contracts

Group contracts allow employees to take an active role in setting the tone for group interaction, group contracts, can help "motivate ownership of learning"

(Hesterman, 2016, p.5).

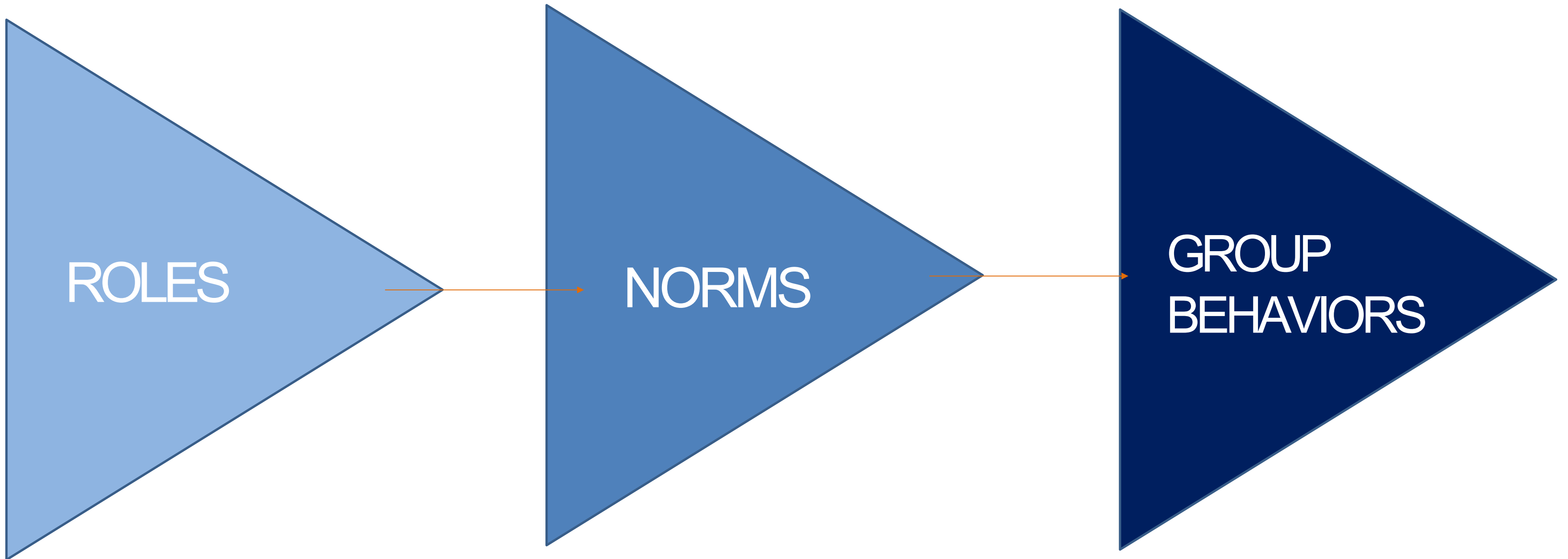Identifies expectations, communicates expectations, and helps employees articulate expectations.

Facilitates employee reflection on past experiences and communication practices, transferable skills for future work and relationships.

Increased sense of community in the work environment as employees get to know one another.

Connection

ROLES → NORMS → GROUP BEHAVIORS

Connection

TASK ROLES

COMMON GOAL

RELATIONSHIP ROLES

DISRUPTIVE ROLES

6 Keys to Collaboration

- ✓ Ownership
- ✓ Dependability
- ✓ Structure
- ✓ Shared Vision
- ✓ Fun
- ✓ Candor

Action Steps

What will you do today to improve your team synergy?

What will you work towards in the next month that will benefit the group?

Is there a role you have you would like to change?

Resources: Books

- Five Dysfunctions of a Team and Crucial Conversations: Tools for Talking when the Stakes are High.

- Pulling Together-10 rules for High Performance Teamwork

- The 100/0 Principle—The Secret of Great Relationships

- Companies Don't Succeed, People Do—50 Ways to Motivate Your Team

Resources: Articles

- The Secrets of Great Teamwork

- The Essential Guide to Effective Teamwork in 2019

- What Makes Teams Work?

Questions?