

# COMM 333 – Oral Final Exam Prompts

During our final lab your team should work together to create strong thoughtful answers to the prompts below. Then assign one member to develop a short (3-5 minutes) presentation for each prompt presenting your team's answers to that prompt during the final exam.

## 1. **Consider the training demonstration your team just presented to Chet as a professional, oral communication message that needed to be done skillfully.**

What were the strengths and weakness of your presentation as an oral "message?" What are some features of the demonstration as it occurred in class that indicate you are skillful as "live trainers?" Consider and report on these elements.

- Identify the thesis or central concept of the message and the purpose of the message.
- Identify the intended audience of the message and how (well) your understanding of the audience (trainee profile) influenced message design
- Explain how the message represents good quality message construction (i.e. a good training unit) in terms of such features as use of appropriate organizational schemes, effective acquisition and use of supporting material, good reasoning, use of professional methods, language and standards, adaptation of the message to the media used
- Explain how the message reflects competent and skillful public speaking and interpersonal communication (performance as opposed to content). What did you do well as speakers/trainers? Consider such features as information delivery (fluency, use of notes, dynamism, confidence, eye contact) of the presentation, building rapport with the trainees, providing feedback on activities, leading/encouraging discussion and engagement, etc.
- What could you have done better?

## 2. **Consider the training plan (paper) your team just submitted as an example of good quality application of theory and knowledge of Organizational Communication principles and research.**

How does the training program in its totality demonstrate your team's ability to apply professional communication knowledge and critical skills to a concrete activity similar to those in the real-world?

- Identify communication knowledge and theory you included in the program related to the topic of your training project.
- Identify the knowledge of good training program design that is evidence in your training program plan.
- Cite specific features of your program (in the demonstration or in the paper) that illustrate how you effectively applied the communication knowledge identified above and explain how these elements show your team's ability to apply that knowledge.
- Cite specific features of your program (in the demonstration or in the paper) that illustrate how you effectively applied the training knowledge identified above and explain how these elements show your team's ability to apply that knowledge.
- What could you have done better?

**3. Describe and evaluate your team as a social unit and as a professional work group. How well did your team function as a work group and how did you handle interpersonal relations for better or worse. Consider the following:**

- Describe the "unique" and "typical" (student work group) norms that your team developed and identify them as helpful or not helpful to accomplishing the goal
- How cohesive was the group? Was that a positive feature of the experience and was that level of cohesion similarly felt across all members of the group?
- What level of satisfaction or dissatisfaction with the team and the work was experienced by members during the semester? Were there differences within the team in terms of satisfaction? What explains the level(s) of satisfaction?
- Were there any signs of Groupthink during your work? How did the group deal with this issue consciously or unconsciously?
- Did your team experience stress and, if so how did it handle the stress?
- What would you change or do better?

**4. Discuss how your team responded to your boss, Chet Amagan, and the culture of MC Consulting as a work environment. Consider the following:**

- Did your team respond well to Chet's leadership efforts? What kind of a leader is Chet (strengths and weakness)? What advice would you give him if he were a client?
- How does Chet and MC Consulting deal with coordination and control of employees (supervision)? Is it effective?
- How does Chet and MC Consulting deal with motivating employees? Is it effective?
- How could your team have better responded to Chet and the culture of MC Consulting?
- What are your "takeaways" from the experience of working as a team for MC Consulting (that is, what did you learn to do and/or not to do in the workplace)?

Be sure you deal with the last (highlighted) item in each prompt. You may select from the other questions in each prompt or add different topics as you think appropriate.