I was able to complete this objective through two main artifacts. The first artifact was from my event planning internship. Interpersonal communication and group communication skills were used throughout the entire process. I dealt with conflict management within my group of volunteers. People would volunteer to be on a committee and do certain assignments but then they would not follow through on them even with my follow up calls. It was hard to rely on others when they did not accomplish the small task given to them. To deal with this I tried keeping the committee small with only the most dependable members. I first gave them very small tasks. As they would complete the smaller tasks, bigger ones would be given. If they were not accomplished by a deadline I did it myself. This was somewhat effective due to them realizing if they were not reliable I would not hand out more tasks to them. While they wanted to be involved, they needed to show me they were willing to do so before I handed over responsibilities. Looking back at this I could have dealt with conflict management in a different way. Rather than asking people to be on the committee in the beginning, I could have asked for volunteers in general and started with a meeting of all those who were willing. I could have used that first meeting only to explain the responsibility involved and have them fill out a sheet to sign up if they were still interested. I also could have used rewards more. While I did use it once during a committee meeting and at the reception getting pizza for the volunteers, I could have done more little things along the way. Sending little notes to thank them for a small task accomplished might have made the volunteers want to do even more. It was effective when I used rewards because it made the volunteers want to show up and work for it. It was important to value rewards because no one wants to work in return for receiving nothing. Even if it is a simple note saying thanks, it shows that you value that person and what they have accomplished.
The second artifact was in small group communication. I wrote a summary of my strengths and contributions to my group, and in doing so was able to examine the issues of problem-solving and persuasive messages. The first time problem-solving became an issue was during our first assignment. We had to read a court case and decide on what the offenses were and what the punishments would be. In order to accomplish this, I graphed out each person involved in the case along with what they did and their relationship to the issue. Other people did something similar. We were able to look at that along with the case itself when discussing our decision. This seemed very effective so that we had everything laid out for us without having to search for certain facts inside the case. An alternative method could have been deciding on questions before we met as a group and then coming together with all of our answers. It would have given us a different angle of looking at the case and brought about new ideas. Problem-solving is important because making decisions hastily does not allow for insight into the meaning behind what is written. It could lead to bad and took quick decisions. I also dealt with persuasive messages. I felt strongly about a certain person in the case committing the crime, while others thought otherwise. We needed to persuade the rest of the group by backing up our decision with facts in the case. They ended up persuading me so that I gave in to their decision but only because their facts seemed more reasonable and they all agreed on them. Another way I could have used persuasive messages could have been by writing out my decision in bulleted points and handing it out to everyone when we first met. Therefore we could all look at the points and compare them to what was written in the case. The more backup information I could show, the more I could persuade the rest of the group. It is important to stand up for what you believe is true because it could be the right decision. If you never have a view on something or show your side of it, there is no real point in being involved in the issue or group discussing the issue. Each
person’s input is important because it leads to the final decision. Within small group communication, I was often the recorder secretary. I like to write everything down and did so within this context as well so that we could have notes to look back on and decide from. I was also the compromiser when people could not decide on something I would see it from both sides, show the facts of each and give my input. Other people in the group had roles as well such as initiator, follower, and tension releaser. All of us switched roles throughout the assignments but it was important that we each had separate roles so that all of the areas for effective communication were covered.