

# Working Effectively in Groups

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# Key Topics

1. Common Contexts
2. Roles & Rules
3. Active Listening
4. Impromptu Speaking

# Common Contexts

- Interactive classes
- Study groups
- Team projects
- Professional meetings

# Participants' Dilemma

Creative	Reactionary
Assertive	Thoughtful of others
Efficient	Thorough
Honest	Not defensive
Flexible	Resistant to "Group think"

# Take Constructive Roles

- Initiating
- Seeking/Giving information
- Clarifying
- Questioning
- Summarizing

# Establish Ground Rules

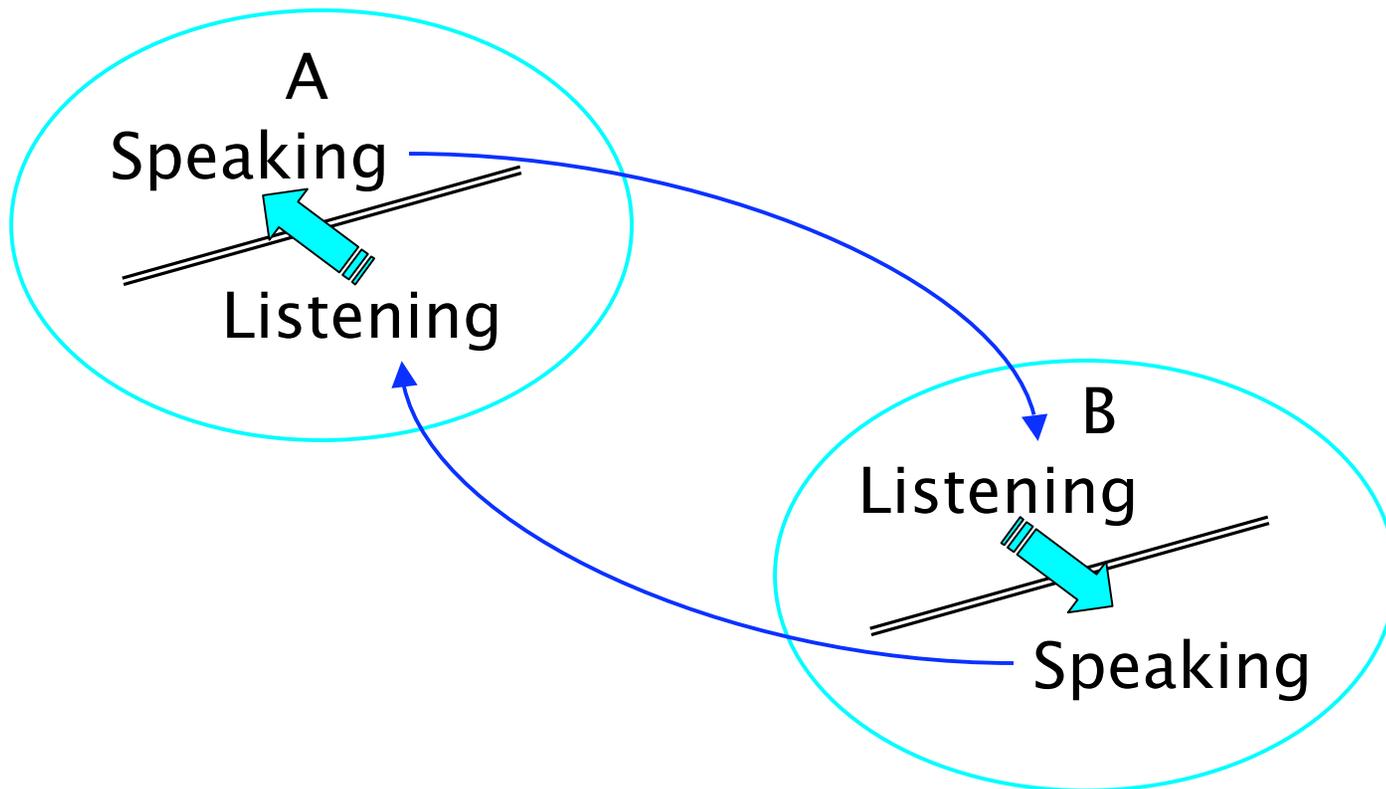
- Work norms
- Facilitator norms
- Communication norms
- Meeting norms

# An Active Listener

- Supports speaker with body language
- Limits own talking
- Listens for structuring cues
- Watches for nonverbal cues

# Active Listening Dynamics

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# Active Listening Allows You To

- Gather information efficiently
- Improve understanding of others
- Build trust
- Work cooperatively with colleagues

⇒ Get what you want!

# Impromptu Speaking Strategies

- Anticipate topics
- Speak directly
- Use structuring cues
- Use body language strategically

# Effective Interactions

**Roles &  
Rules**

**Active  
Listening**

**Flexibility**

**Success**