

Diana Ceja

June 24, 2020

COMM 130

Year Up

Small Group Communication: Final Exam

1. Of the 5 characteristics listed after "Positive Personal Style," the one I've most developed these past nine weeks is patience because throughout the experience of conducting and executing a small group project we overcame many obstacles. At times it would be difficult to manage our members when schedules would be different and when someone would take longer to complete work. It was very frustrating to be one of the only people willing to step up and take the lead during this project, because we were all meant to be studying project management and have the ability to lead at least once. Most of the time I would have to encourage someone that took very little action to step up. The one I most need to develop is being enthusiastic because the lack of enthusiasm caused lack of motivation in our project as well. Meetings felt more like work than something we were interested in. It was hard to project my own enthusiasm about the project when other members of the group showed little to no effort in conversation despite wishing to support the cause. I can no doubt work on my own confidence and make sure that I do my best to project my own enthusiasm about the things I am passionate about no matter if my team does the same or not.

2. **Step 1:** The conflict issue of my choosing will be a personal flaw that I dealt with after experiencing a car accident in which my car was totaled last year.

Immediately after the incident, I became anxious about driving or being in the car when someone else was driving. I was by myself during the accident and the biggest impact was from the front of my vehicle that got crushed in. At first, I was scared to try to resolve the issue of anxiety that prevented me from doing something I have done daily since I was sixteen years old. Nevertheless, I knew that living in such a busy place like the Bay Area would never allow me to live to my full potential without driving. After a few days of recovery, I started my journey to resolving my car anxiety issue. This happened in my boyfriend's car on November first. My boyfriend's car was the place I chose to begin to resolve the issue in because it would directly allow me to face my fears. In addition to that, I had errands to run because of the accident. I was required to go to the place where my wrecked car was and collect my belongings from it before it would be claimed by the insurance. I waited a few days before doing this in order for the paperwork and insurance situation to begin processing. I also chose this time because I knew that I would soon have to return to work and school. After taking a few days to recover from my injuries I knew that I was capable of completing my errands and continuing with my life.

Step 2: I did not discuss this internal problem with anyone in a deep way. I mostly kept it to myself and had an internal battle with my anxiety. Although a huge part of me wanted to stay in bed for the next year and never have to set foot on a gas pedal

again, I knew that eventually I would have to, whether I was anxious about it or not. The whole reason why I started driving in the first place was because nobody else was willing to take me wherever I needed to go every single day. I've always been a busy person, and not being able to drive would be a major setback in the life that I am building for myself here in California. My insurance would also cover a rental vehicle, so I knew that I couldn't let that go to waste. Despite not discussing my internal battle much, I identified it within myself and with my boyfriend who would offer me rides for the time being. He knew that my problem was that I would get anxious about seeing brake lights while the car was moving. The terms of my problem were that I was scared of myself or the driver not being able to brake in a timely manner if the car in front's brake lights turned on. The scene when my car crashed into the car in front of me in the accident kept replaying in my head when I would see the red brake lights in front of me.

Step 3: Before making the decision to speak to my boyfriend about the issue and asking for help in finding a solution, I had already developed my goal for the situation and what results I wanted. During my initial short recovery period I had a lot of time to reflect and figure out that my goal was essentially to be able to drive and be driven somewhere without feeling an overwhelming amount of anxiety. Through the conflict management interaction that I would pursue, I wanted to get back to normal quickly. I could not afford to be completely terrified of driving for the rest of my life. I could not let this situation hold me back.

Step 4: I did not discuss creating a list of possible solutions with the person that I sought help from. Initially, I didn't think that was a necessary step in a solution for a problem that only involves myself and my will. I actually developed a list of possibilities in my own mind and debated whether I would seek therapy or face my fear head on.

Step 5: When considering my options, I knew that I was also looking for a shorter timeframe because I needed to be able to get back on the road soon enough to go to work and school. After evaluating each option in my mind I decided that this was a problem that I could handle on my own, so I decided on the second option.

Choosing the second plan of action is what lead me to be able to face my fear and get in the car so soon after the accident took place.

Step 6: The first day that I stepped back into a car and let my boyfriend drive me to my destination, I felt taken over by stress and anxiety. Thankfully, having it be during the day helped a ton because my anxiety was greatly emphasized during nighttime. This was because the accident happened during the night. After a few rides, I started to drive myself and grew more and more confident as time passed by. Overall, the solution to my car anxiety issue went really well because I am back to driving whenever I need to. The amount of anxiety that I experience has greatly decreased over time and driving experience. On the contrary, I still feel anxiety during times at night when I am driving on the freeway. I think about what happened that night often, but I don't consider it to be crippling anymore. I am able to get to my destination and I've developed different strategies that help me to

calm my nerves when I start to feel anxious on a drive. These tactics include breathing exercises, looking out the window to either side, sleeping, or listening to music. I am grateful to have been able to get through this situation and am glad to be alive.

Step 7: The solution has worked for both of us because I am now able to drive when my boyfriend cannot. I am also able to get myself to my destinations without him having to worry about giving me a ride. He has shared that he is proud of me for persevering and staying strong for myself as well as my future. We don't have to discuss it any longer, but if one day my anxiety were to increase again, I would consider speaking to him about finding professional help. Like I said before, I cannot afford to be anxious when having to drive myself to another place.

Step 8: Thinking back now, I don't think that we ever discussed the result of how we solved the problem that we discussed. We did talk about my improvement, but we never had a conversation that gave me closure to the situation. Part of the reason why is because the problem is not fully eliminated. I still experience anxiety every once in a while because it has not even been a year since it took place. I think that it would be worth it to talk about it now so that I can move on fully and not wonder what I could have done differently or better if it happened all over again. Through our conversations, I think we could definitely improve on the patience and open mindedness. At first, my boyfriend tended to brush it off. As he started to really see me in this state he realized that this was a very real problem for me and that we had to do something about it. At times when I was in this anxious state in

the car, he would feel frustrated because I would panic when he was driving completely safely. Eventually we figured out that it was because I was driving completely safely when the accident happened to me. If he has enough patience to ask me questions about panicking then we might have figured that out earlier.

3.

- (1) Principled leadership: Principled leadership is more important than competent team members because if a team does not have the right guidance from an exemplary figure then the standards become lower.
- (2) Competent team members: Competent team members are more important than a collaborative climate because as long as the team includes members who are willing to get a job done effectively through their experience and knowledge, then they will be willing to create a collaborative environment.
- (3) Collaborative climate: A collaborative climate is more important than a clear elevating goal because it allows teams to be more creative and open to problem-solving in order to complete that goal.
- (4) Clear, elevating goal: A clear, elevating goal is more important than a results driven structure, because without a clear and concise goal it is easy for the team to become confused which makes it difficult to produce the results that are expected.
- (5) Results driven structure: A result driven structure is more important than external support and recognition because when the group is working to

produce exceptional results, external support and recognition may not be what they are seeking to receive in the first place.

- (6) External support and recognition: External support and recognition is more important than unified commitment because it keeps the team's morale high and encourages them to continue to work hard for the desired results.
- (7) Unified commitment: Unified commitment is more important than standards of excellence because it assures that everyone is willing to work together as a team despite what their standards of excellence might be, which will always vary from person to person.
- (8) Standards of excellence

4. Out of the six leadership styles mentioned by Goleman in *Primal Leadership*, the democratic style is the one that most comes naturally to me. Growing up I was an only child who was almost always with a babysitter due to my parents working so much. I believe that I would be a completely different person if I were to still be an only child now. When I was ten years old my little brother, Adrian, was born. Shortly after, my sister Tatiana was born as well. I was automatically thrown into the position of a leadership role in my family and have been helping my parents raise (and care) for them since then. Being the oldest of three siblings has shaped me into a very nurturing person who is always willing to listen to others and share my knowledge. When concerns arise I want to work through them as soon and as effectively as possible in order to get back to developing the team. This quality of mine is also prominent because I have been a dental assistant for about 3 years

now. Being a dental assistant requires a great amount of listening and being detail oriented as well. Working as a dental assistant has not only supported my listening and explanation skills, but it has also expanded my need to build trust and respect within my community. When trust and respect between you and an individual is present, you are more likely to cooperate with each other in an efficient way. You can also solve problems effectively by asking questions and receiving honest answers that can help. Others will accept your support and support you in return if they feel that they can trust you. When I graduated high school I realized that I am a hardworking intellectual who is always going above and beyond to improve myself. I am also always willing to help others in any way that I can. This realization led me to have confidence in myself which keeps my attitude positive. I strongly believe in having a positive attitude in the workplace and spreading it to help others have a good experience. If I had to pick any other leadership style, I would pick the visionary style because I am a creative individual who supports innovation. Despite this, I don't think this style would be worth further developing because I can be creative and innovative with the democratic style as well. I can have a mixture of both. I also gravitate a lot towards the importance of respecting one another rather in the workplace rather than focusing on the shared sense of achievement. The affiliative style would also not be worth developing further because I don't think that an emphasis on the emotional needs of a team is essential 100% of the time. Of course emotional needs are an important factor to always consider, but if a team is constantly worrying about emotions then the

environment might not be professional enough. The structure of the team may not be result oriented as well. A coaching style would not be worth further development either because one of its key points involves personal conversations. Although personal conversations are important when it comes to connecting, I think that they also correlate to an unprofessional environment when they are excessive. The pacesetting style is not a style that I would deem worth developing because I am not a person who can constantly pick out poor performers unless it is my job. I do relate to being able to exemplify high standards because of my experience as the oldest sibling, but focusing on something so negative such as pointing out poor performers is not something I would want to focus on overall. I am also not interested in the commanding style. The commanding style is not worth it because I don't believe in demanding others to comply with orders without delegation. My ideal workplace leadership would consider input from everyone.

5. When being a part of a group, I would mostly look forward to taking on the role of procedural technician, initiator/contributor, and evaluator/critic. My experience in the small group communication project made me aware of how detail oriented I am. Due to my detail orientation, I make a great procedural technician who enjoys the role. I am also a person who contributes a lot of effort into work and conversation during meetings. I am never one to stay silent. I have also discovered that I give great feedback which is something that has led my classmates to value my opinion and feedback on their work. I would least look forward to being a recorder, energizer and opinion seeker because these are areas that I need to grow within

myself. I need to work on my ability to keep my own enthusiasm when the room is dull. I also can work on better methods of recording information to provide to my peers. In terms of group-development, the roles that I would most be excited about fulfilling would be standard setter, harmonizer, and gatekeeper and expediter. These roles are those that my personality can naturally adjust to because I am someone who sets examples, delegates through problems, and is always inclusive. Growing up I was excluded from a lot of situations and that experience has made me someone who always makes sure everyone can shine. I would least look forward to being a group observer, compromiser, and follower. I am someone who wants to stand out and take on leadership roles, not follow the crowd. I would also appreciate not having to give something up in order to compromise for a project. Being a group observer would not exactly benefit me in a way that I would hope. I would rather be a part of the group and closer to the plan development.

6. When creating an agenda, we were to provide a heading at the top of the page that included the name of the group, the agenda title, the date/time of the meeting, and the location of the meeting. This was followed by a meeting roll call and any items to be covered in the meeting. These items included action items, and discussion items. The agenda would be closed out with new business as well as the date, time, and location of the next meeting.

Sample agenda:

World Travelers

Agenda

6/24/2020 - 11:59 pm

Conferzoom

- 1. Roll call**
 - 2. Action Item: Vote on next travel destination**
 - 1. Japan**
 - 2. Greece**
 - 3. Australia**
 - 3. Action Item: Vote on travel agency**
 - 1. Almost There Travel**
 - 2. Travel Shoppe**
 - 3. Groupon**
 - 4. Discussion Item: Budgeting/saving money for the trip**
 - 5. Discussion Item: Time/length of the trip**
 - 6. New Business**
 - 7. Next meeting Sunday, 6/28 , 2:30pm, Conferzoom**
7. When creating a minutes document, we were to follow the numbering that was used on the agenda. We would provide a heading that included the group name, the date, and the minutes title. Following the heading would come the details on the

items provided on the agenda. This would include the mandates, policies, or budget items that were voted on. The votes would be counted and recorded on whether an item was approved or denied as well. For discussion items we would also provide details on the information and arguments that were presented. Details would also be provided regarding the new business, and the minutes would be closed out with the time and date information on the next meeting.

Sample minutes:

World Travelers

6/24/2020 Minutes

- 1. Members present: Diana Ceja, Sarah Reyes, Annette Garcia**
Members absent: none
- 2. Next Travel Destination Approved 3-0-0**
 - 1. Japan**
- 3. Travel Agency Approved 3-0-0**
 - 1. Travel Shoppe**
- 4. Budgeting and Saving Money for the Trip (Annette Garcia)**
 - 1. Budget will be somewhere between \$2000-\$3000**
 - 2. Stop eating out, meal prep instead**
- 5. Time/Length of Trip (Diana Ceja)**
 - 1. Between 5 days and 2 weeks**
 - 2. Diana Ceja cannot go on a trip until Summer 2021 due to rigorous academic plan and possible new job**
- 6. New Business**
 - 1. All members will look through their schedules and be ready to discuss when we are available to meet with the travel agency.**

7. Next meeting on 6/28/2020 at 2:30pm via Conferzoom