



chapter 18

Speaking in Small Groups

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Small Group

Collection of 3-12 people who assemble for specific purpose

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Problem-Solving Group

Formed to solve particular problem

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Leadership

Influencing group to help achieve goals



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Kinds of Group Leaders

- Implied
- Emergent
- Designated



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Implied Leader

Member to whom others defer because of rank or expertise

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Emergent Leader

Member who emerges as leader during deliberations

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Designated Leader

Member elected or appointed as leader when group is formed

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Group Needs

- Procedural
- Task
- Maintenance



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Procedural Needs

Routine "housekeeping" actions necessary for efficient conduct of group business

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Task Needs

Substantive actions necessary to help small group complete its task

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Maintenance Needs

Communicative actions that maintain interpersonal relations in group

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Small Group Responsibilities

- Commit to group goals
- Fulfill individual assignments
- Avoid interpersonal conflicts



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Small Group Responsibilities

- Encourage full participation
- Keep discussion on track

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Hidden Agenda

**Unstated individual goals
that may conflict with
group goals**

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Reflective-Thinking Method

Five-step method for directing discussion in small group



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Reflective-Thinking Method

- Define problem
- Analyze problem
- Establish criteria for solutions



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Reflective-Thinking Method

- Generate potential solutions
- Select best solution

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Question of Policy

Whether specific course of action should or should not be taken

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Discussion Question Guidelines

- Make question clear, specific
- Phrase question to allow for many answers
- Avoid biased questions
- Pose single question

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Clear & Specific Question

Ineffective: **What should be done about fraudulent charities?**



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Clear & Specific Question

More Effective: **What should the federal government do to control the activities of fraudulent charities?**

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Allow Many Answers

Ineffective: **Should our community build more bike paths?**



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Allow Many Answers

More Effective: **What should our community do to improve services for bike riders?**

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Avoid Biased Questions

Ineffective: **How can we keep the campus bookstore from ripping off students?**



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Avoid Biased Questions

More Effective: **What changes, if any, should be made in the pricing policies of the campus bookstore?**

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Single Question

Ineffective: **What revisions should our school consider in its admissions requirements and in its graduation requirements?**



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Pose Single Question

More Effective: **What revisions should our school consider in its admissions requirements?**

More Effective: **What revisions should our school consider in its graduation requirements?**

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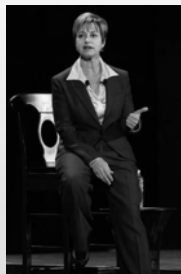
Consensus

Decision acceptable to all group members

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Group Recommendations

- Oral report
- Symposium
- Panel



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Oral Report

Speech presenting group's findings, decisions, etc.

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Symposium

Public presentation in which people give speeches on different aspects of topic

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Panel Discussion

Structured conversation among people in front of audience

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