

## INSTRUCTOR'S GUIDE

| Overview  | Aim  | Recommended time to spend  |
|---|--|--|
| <p>This tool helps a newly formed design team to analyse how a design team communicates and aids a discussion on how they want to give and receive feedback, that is 'Team Communication Guidelines'.</p> | <ul style="list-style-type: none"> <li>• To analyse how a design team communicates</li> <li>• To enable a team to decide how they want to communicate</li> </ul> | <p>30 mins</p>  |

# Team Communication Guidelines

## How to Implement

Ideally this exercise should be given to students near the start of a project, to enable them to create their own 'Team Communication Guidelines' to give and take feedback. It is suggested that this exercise is used in the following way:

1. Before carrying out the exercise with the students, it may be helpful for you to carry out task 1 so that you are in a better position to guide the students.
2. Then carry out this exercise with the students. Have students sit together in their groups and provide each group with the student exercise.
3. Have students complete the exercise. Students should organise this process themselves. During the exercise use your own experience to help the students to analyse how communication happens in a design and how and why communication problems can occur.
4. Ask each team to present their 'Team Communication Guidelines' to the whole class.

## Debriefing

By the end of this exercise the design teams would have engaged in a clear dialogue about how they want to communicate. At this point it is important to highlight to students, when they meet for the first couple of times as a team, for them to refresh the 'Team Communication Guidelines'. Also if the teams are having communication problems during the project; it could be helpful to ask them to look back on this activity, and refresh and change their 'Team Communication Guidelines.'

## STUDENT EXERCISE

# Team Communication Guidelines

### Aims

To analyse how a design team communicates

To enable a team to decide how they want to communicate

### Introduction

This exercise helps a newly formed design team to analyse how a design team communicates and aids a discussion on how they want to give and receive feedback - 'Team Communication Guidelines'. Enabling a team to decide how they want to communicate will help the design students' to work in a more collaborative manner. The video resources used in task 1 can be found at <http://designcollaboration.org/resources/team-feedback.php>.

### How to create 'Team Communication Guidelines'

#### Task 1. Understanding how a design team communicates.

As a team, watch videos 1 and 2. Video 1 has Warren Trezevant, Animator and Creative Lead for Dimensional Animation describing how they communicate at Pixar. Video 2 has Itamar Medeiros, Design Manager, AutoDesk in Shanghai and Nina Warburton, Director, TheAlloy and Mariana Zegianini, Director, Alan Bates Design, all are describing how communication happens in different design contexts.

As a team, use what you have seen and heard in videos 1 and 2, as well as your own experience, to discuss and answer the following questions:

1. What was interesting about how they communicate at Pixar?
2. What was interesting about how they communicate at AutoDesk, TheAlloy and Alan Bates Design?
3. How does a design team communicate, i.e. formally or informally, written, visually, or verbal or a mixture?
4. How often does a design team communicate with each other?
5. What helps a design team to communicate?
6. What is and how do you give constructive feedback?
7. What stops design teams communicating and why does this happen?
8. How does location and different cultures affect how a design team communicates?

## STUDENT EXERCISE

# Team Communication Guidelines

### Task 2. Creating 'Team Communication Guidelines' - Giving Feedback

Having discussed the questions above, as a team identify three guidelines about how individual members will give feedback either in a team meeting or on a one to one basis.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

### Task 3. Creating 'Team Communication Guidelines' - Receiving Feedback

As a team identify three guidelines about how individual members will receive feedback either in a team meeting or on a one to one basis.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

### Task 4. Share

Share your 'Team Communication Guidelines' outlined in tasks 2 and 3 with the whole class