



higher education  
& training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA



**SUBJECT: FOUNDATIONAL ENGLISH**  
**MODULE NAME: 5**  
**UNIT NUMBUER : 1**  
**UNIT NAME : GROUP COMMUNICATION**

# GROUP COMMUNICATION

After completing this topic, you will be able to:

- Define and understand group work
- Know what the purpose of the team is
- Write an action plan:

# Communication in Teams

- Group work
  - is a good way to encourage discussion and generate new ideas.

**To communicate well in a team there are four steps:**

# Know what the purpose of the team is:

- **1. Know what the purpose of the team is:** When team members know the purpose, they know:
  - Who they have to work with
  - What they need to do
  - Where they are expected to work
  - When the work must be finished
  - Why the work is being done
  - How the work can be done

# Write an action plan:

- **2. Write an action plan:** An action plan tells each team member what to do. For your plan, you need to:
  - Decide **what** needs to be done
  - Decide **who** needs to do it
  - Decide **when** it needs to be complete
  - Decide **how** it will be done

# Example of Group Work

- Let's say Jane, Dumi, Jabu and Mpho decide to do something special for Mandela Day. They decide they are going to make boerie rolls for a small orphanage near the college.
- Dumi calls a meeting and explains the idea to the rest of the group:

# Conversation between Group Members



**Dumi:** Hi Guys

You know that next month it is Mandela Day. My mom does volunteer work at a small orphanage not far from here. These kids never have any fun and I thought it would be nice if we could organise a braai for them – nothing fancy, just some boerewors and rolls.







**Mpho:** I think that is a great idea, but we are going to have to plan this. What are your thoughts Dumi?






**Dumi:** I thought we could go there at lunchtime, make a fire, braai the wors, and talk to the kids while they eat.

# Conversation between Group Members

	<p><b>Jane:</b> Mpho is right, it is such a good idea but we will have to plan this. Who is going to braai Dumi? Where will we get everything we need?</p>
	<p><b>Jabu:</b> Dumi and I have already spoken about it. My dad said he would bring us a small braai they use at work. They also have plenty of wood for the fire, and he will bring us some.</p>
	<p><b>Dumi:</b> Yes, and Jabu and I went to the butcher on Main street and he has agreed to give us some boerewors. There are ten children and two permanent caregivers.</p>
	<p><b>Jane:</b> You guys seem to have the fire and the meat sorted. We now need some rolls and margarine. Mpho, why don't we go and ask the manager at the supermarket?</p>
	<p><b>Mpho:</b> Good idea Jane. While we are there, maybe we should also ask them if they</p>



# Conversation between Group Members

	<p><b>Mpho:</b> Good idea Jane. While we are there, maybe we should also ask them if they wouldn't give us some sweets and ice cream to make lunch even more special.</p>
	<p><b>Jabu:</b> That is such a good idea Mpho! I knew you girls would think of something special!</p>
	<p><b>Dumi:</b> So that's our plan. I think we should just write everything down so we do not forget to do something.</p>

# This is what Dumi's action plan looks like: Go to your Workbook and complete Activity 1.1.

Task	Who	When
Get a braai and firewood	Jabu and his dad	One day before Mandela Day
Collect boerewors (Jabu will keep in their fridge at home)	Dumi and Jabu	Collect one day before Mandela Day
Ask the supermarket to give us bread rolls and margarine	Jane and Mpho	Tell Dumi whether they agree by tomorrow afternoon
Ask the supermarket to donate ice cream and sweets	Jane and Mpho	Tell Dumi whether they agree by tomorrow afternoon
Collect ingredients from the supermarket (Jane will keep at home)	Jane	Collect one day before Mandela Day

# Talking to people from other cultures

- People come from different cultures. Cultural beliefs are the norms, rules and values, which have developed through a person's experiences at home, in school and in the community.
- People believe that their values are the "right" values and they could have problems when they talk to people from other cultures.
- In SA, there are different ethnic groups, each with their own cultural values. There are also 11 official languages. English is the language used in the business world, but it only ranks 5th out of the 11 as a spoken language. This makes it more difficult for people to communicate.
- Our culture affects how we communicate with other people. Remember when you communicate with other cultures:

# Remember when you communicate with other cultures:

- **Consultation:** This means that we talk to each other until we all agree. Some cultures consult and others don't.
- **Respect for age:** Different cultures have different beliefs about age. Some cultures show a lot of respect for older people; others feel that what you are able to do is more important.
- **Greetings:** The way you greet someone is more important in some cultures than in others.
- **NB Go to your Workbook and complete Activity 1.2.**