**WORK CARD 1**

**OBSERVATION OF GROUPS**

**Important! This exercise can be done during training under the direction of the trainer (version 1) or individually, but with the opportunity to observe the work in the group (version 2).**

VERSION 1

(time – approx. 30 min.)

**COMMENTS FOR THE TRAINER:**

1. Ask participants to divide into 4 groups. One of them will be an observation group, the other three will act as observers.

2. Assign tasks:

a. The observed group is to lead a discussion on the topic: **In the bartender's work is directional education, or personality and ease of learning more important?**

b. The second group is to observe what roles the individual members were facing in relation to the given problem during the discussion, who performed them and how they were recognised. For this purpose, each participant in this group receives the observation sheet. ***Related roles with the implementation of task*s**. Each observer can take notes.

c. The third group is to observe what roles related to contacts between people took place during the discussion, who performed them and how they were recognised. For this purpose, each participant in this group receives a Role observation sheet related to **human contacts.** Each observer can take notes.

d. The fourth group is to observe what roles hindering the good functioning of the group took place during the discussion, who held them and how they were recognised. For this purpose, each participant in this group receives the Observation Sheet **Roles which hinder the group's good functioning.** Each observer can take notes.

1. Say that after 8-10 minutes of observation, observers in each of the three groups will be able to present the results of their observations.

2. Start the exercise.

3. After 8-10 minutes, stop the discussion and ask the observers to start the presentation - their total duration is no more than 15 minutes.

4. When finished, explain the importance of group roles and their impact on work results.

VERSION 2

INDIVIDUAL EXERCISES:

1. Observe the work of any chosen group. It can be a discussion on television, a team in your workplace.
2. Select one or more of the follow-up cards below.
3. Observe what roles you noticed among the group members and which of them dominated. You can take notes.
4. After 8-10 minutes, look at the results of your observations.
5. Think about the roles that affected the work effects in the group.

ATTACHEMENTS

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| OBSERVATION CARD 1 |
| **Roles in the group related to the implementation of tasks:**   * CREATIVITY - presenting new ideas, solutions, proposals, * COORDINATION - finding links between ideas or proposals of different group members, * PARAFRAZING - explaining or organising ideas, * NAVIGATION - keeping an eye on the subject, problem, * EXPERTISE - knowledge sharing, * SEARCHING FOR INFORMATION - asking questions, analysing materials, * SUPPORT WORKS |

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| OBSERVATION CARD 2 |
| Roles in the group related to contacts between people:   * LISTENING - refraining from expressing your own opinion, * MEDIATION - mitigation of conflict situations, striving for compromise and cooperation, * MOTIVATION - encouraging passive group members to be active, * URGENT RULES - reminding the rules and goals of the work, * SUPPORTING - accepting ideas and behaviours, * REDUCTION OF STRESS - easing tension through jokes. |

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| OBSERVATION CARD 3 |
| **Roles that make group work difficult:**   * AGRESSION - constant opposition, attacking others, malice, forcing your own opinion, * COMPLIANCE - subordination to dominant persons, unwillingness to occupy one's own position, * DOMINATION - striving to gain power, advantage, control over others, * BLOCKING - excessive stubbornness, senseless arguments, returning to the issues already solved, * SEARCH FOR PARTNERSHIP - striving to gain compassion, focusing attention on yourself, * AVOIDING TASKS - withdrawal, indifference. |

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| OBSERVATION RESULTS | | |
| QUESTIONS | WHAT ROLES DID YOU OBSERVE? | HOW DID THEY AFFECT GROUP WORK? |
| FROM OBSERVATION CARD 1  **Roles in the group related to the implementation of tasks** |  |  |
| FROM OBSERVATION CARD 2  Roles in the group related to contacts between people |  |  |
| FROM OBSERVATION CARD 3 **Roles that make group work difficult** |  |  |