Paul Potts Singing Nessun Dorma

http://www.youtube.com/watch?v=1k08yxu57NA
Announcements

• No class or recitations next week.
Assignment 5 Preview

• Convergence Process
• System Architecture Plan
  – Major subsystems and their functions
  – Configuration alternatives
  – Interface details.
• Review problem definition and specs

You can get started now!
Why do design projects fail?

1. Misunderstanding what the customer needs.
2. Committing to a solution too early.
3. Lack of teamwork: esp. communication & conflict resolution, and across disciplines.
4. Poor system architecture, especially interfaces.
5. Poor planning.
Keys to Effective Meetings

- Prepare ahead of time.
- Have a written agenda.
- Agree on meeting’s objectives.
- Start on time.
- Document decisions made.
- Don’t leave without an action plan.
- Establish ground rules.
- Appoint a facilitator.
Reflection:
How well is your team doing? Where could you improve?

• Take a few minutes to reflect in your journal.
• Share with a neighbor / teammate
Conflict Management Strategies

Avoidance     Compromise     Attack

Constructive Engagement

Creative Solutions
PAUSE Principle

**Prepare**  – get the facts, generate options

**Affirm**  – the relationship

**Understand**  – the others’ issues

**Seek**  – mutually beneficial options

**Evaluate**  – Have we satisfied the major concerns?
Reflection:
How are you and your team doing in resolving conflicts? What could you do differently?

• Write in your journal your assessment and actions you will take
Feedback: An essential element of design reviews

Work Product → Critique

revise
Giving Feedback

- **Attitude:** tactful, respectful, helpful
- Honest and direct
- Specific and focused; not personal
  - avoid generalizations (“You’re always late!”)
- Timely
- “Feed forward” expectations
- Include strengths: SII technique
- 1-2 most important points
Reflection

• Which of these items do you think you should work on the most?

• What one thing will you start doing differently?
Receiving Feedback

- **Attitude:** growth opportunity
  - guard against defensiveness
- Ask for it
- Accept as “reality” for the person giving it
- Summarize / clarify
  - “Let me make sure I understand your point…”
  - “Can you give me an example?”
- Express appreciation
Reflection

• How well do you take criticism?

• What one thing will you work on / do differently starting today?
Practice

• Pair up with a teammate
• Write down:
  – 1-2 Strengths
  – 1-2 Improvements
  – 1 Insight
  of the other person’s team contribution
• Share.