

ENGR 310

Lecture 15

8 Mar 2008



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Paul Potts Singing Nessun Dorma

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



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Announcements

- No class or recitations next week.



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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



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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



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 Insightof the other person's team contribution
- Share.

