

WELCOME TO OUR PRESENTATION

Effective team working
and communication-
BMCW4002

Lecturer-Miss Joy Botu

Teamwork –benefits and components
Group 6



Content

- Introduction –written by Yuliana Abadzhieva, student ID-1818406
- Benefits of team working-written by Yuliana Abadzhieva, student ID-1818406
- Stages of team development-written by Oana Dediu, student ID-2027635
- Team Role and Management Conflict –Tracy Green,student ID-1920947
- Successful Team Development and Conclusion-written by Sabrina Jane Judge,
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Introduction

- This presentation discusses several aspects of training and development the team components in community organization and clarifies why it is essential to work in a team.
- Organizations worldwide use various techniques to improve the quality of the workplace ,but the truth is that without communications and teamwork ,this would not have happened.
- Complete management of organizations trough the inclusion of teamwork would lead to entire job satisfaction. Employee moral, and continuous improvement of communication and teamwork in every respect.



Benefits of team work

Yuliana Abadzhieva- 1818406

- ▶ **EFFECTIVE COMMUNICATIONS OF TEAM WORK**
- ▶ Team members gained a better understanding of the work requirements and were more motivated to complete them after participating in goal planning and prioritisation (Kirkman & Rosen 1999).

Teamwork-definition

- A group's collective effort to attain a common objective or finish a task most effectively and efficiently is called teamwork. This idea is best understood within the context of a team, a collection of self-contained individuals who collaborate to achieve a common purpose.
- Working in a team means having complex skills such as the ability to communicate, the ability to deal with conflicts when needed, make independent decisions, plan and organize, and many other essential skills.,(Gunes,M. and Greenshield,D.,2018).
- Teamwork is defined as each team member's desire to engage on an equal footing with other team members in the accomplishment of tasks and objectives by expressing their perspectives on specific topics.
- Making judgments and contributing to a positive working environment through demonstrating support for the team, respecting the ideas of others, dealing effectively in conflict situations, and demonstrating support for the team.

Benefits of team working

- Working together generates new ideas and creativity.
- Teamwork makes better productivity for the business and personal career development.
- Teamwork encourages making different decisions and making experiences in the workplace.
- When we work in a team , we learn faster and relieve stress.

Team performance factors

- Atmosphere-good relations, respect between members, and active participation in teamwork are essential prerequisites for team effectiveness.
- Conflict management-open discussion, trust between members, and the right approach in conflict situations are often prerequisites for higher efficiency.

- **Team goals**

Participants in the process Teamwork helps individuals connect at work.

- Mutual support, common goals, teamwork, and encouragement all contribute to a closer bond amongst employees!
- Team members have the chance to feel as though they have contributed something worthwhile to the organisation.
- They've accepted responsibility for what's going on and feel linked to the organization's principles as a group.,(Bachrach,D.G.et al.,2019).



Teamwork motivates the unity of the workplace

- ▶ Friendship and loyalty are fostered in a collaborative working environment. Furthermore, these two variables imply that workers will work harder, assist, and encourage one another.
- ▶ Each person have unique abilities, flaws, communication skills, strengths, and habits. That is why individuals must come together to overcome their differences, which may be accomplished through collaboration, in which everyone works together to achieve common goals in a harmonious manner.,(Raj, D., 2017).



Figure 1-online source

<https://tse3.mm.bing.net/th?id=OIP.p5UQ991p3SXGg5i9QpnBsQHahaHa&pid=Api&P=0&w=300&h=300>

Stages of Team Development

Psychologist Bruce Tuckman (1965) identified 5 stages of team development:

1. Forming
2. Storming
3. Norming
4. Performing

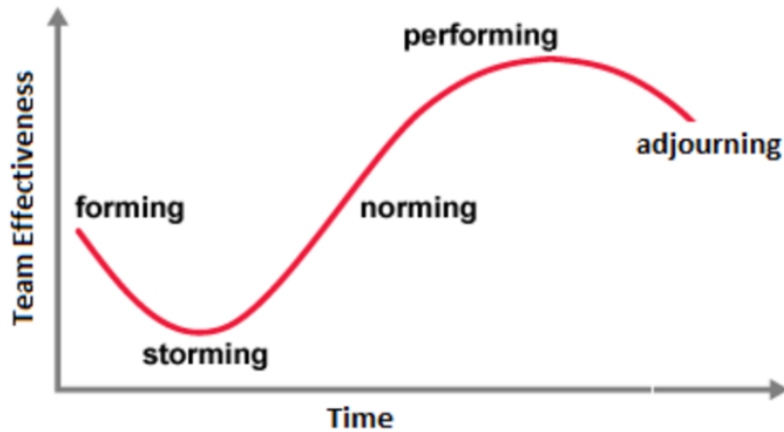
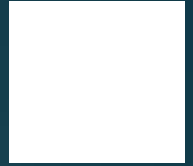


Figure 1: Stages of Team Development
(Lumen Learning, 2021)

Oana Dediu-2027635

Stages of Team Development



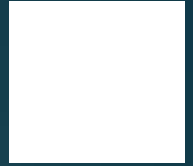
1. Forming

- ▶ Mainly involves introduction of the members
- ▶ Members try to fit in with others
- ▶ Having questions about the roles and the expectations from them
- ▶ Tend to gain authority and control over the team
- ▶ Anxiety about what to anticipate

2. Storming

- It is considered as the toughest stage
- Tend to waste time and effort on unimportant activities
- The differences among the people start to become visible
- Conflicts can be initiated because of the disagreements
- The members must go on through the difficulties (super, 2020)

Stages of Team Development



3. Norming

- This stage normalizes the differences and exposes the overall experience of the members
- Members start to feel comfortable in sharing ideas
- Each member's roles become clear
- The leadership would be established
- A chance of getting back to the storming stage still remains

4. Performing

- The members would have figured out constructive ways to mitigate conflicts
- would get more attached with the team objectives and goals
- the performance would be boosted up
- Self-awareness of the members would be at peak
- the progress of the team would be felt by them (Woodcock, 2017)

Team-working and Conflict Management



What is Teamwork?

- Teamwork is a joint effort of two or more individuals to achieve a common objective or task in the most effective and efficient way
- It is important to have an adequate team size if effective teamwork is necessary

Team Roles



PLANT

Strengths: Creative, imaginative and original. Solves difficult problems.

Allowable weaknesses: Can ignore other considerations and be too busy with new ideas to communicate effectively.



RESOURCE INVESTIGATOR

Strengths: Enthusiastic and communicative. Explores opportunities and enjoys meeting new people.

Allowable weaknesses: Can be over-optimistic, then lose interest once initial enthusiasm has passed.



CO-ORDINATOR

Strengths: Mature and confident. Aware of priorities. Encourages others.

Allowable weaknesses: Can ask others to do things that they should do themselves.



TEAMWORKER

Strengths: Works well with others, is perceptive and diplomatic. Listens well and avoids friction.

Allowable weaknesses: Can be indecisive in important situations.



MONITOR EVALUATOR

Strengths: Weighs and balances all options without emotion. Judges accurately.

Allowable weaknesses: Can lack drive and ability to inspire others.



SHAPER

Strengths: Competitive, enjoys working under pressure. Motivated to overcome difficulties.

Allowable weaknesses: Can be impatient and offend other people.



IMPLEMENTER

Strengths: Efficient and likes structured working. Turns ideas into practical actions.

Allowable weaknesses: Doesn't like change and can be inflexible.



COMPLETER FINISHER

Strengths: Searches out and corrects mistakes. Ensures work is done to a high standard and points out omissions.

Allowable weaknesses: Inclined to worry and become anxious. Doesn't like to share work with others.



SPECIALIST

Strengths: Dedicated to a particular subject. Provides knowledge and skills that others do not possess.

Allowable weaknesses: Contributes only on a narrow front. Dwells on technicalities.

- **Situational Leadership**

There are many situations in which situational leadership is especially appropriate. For example, sports teams frequently experience changes due to team members coming and going. This means the strengths and weaknesses of the entire team are constantly changing too.

- **What are some examples of when a situational leadership style might best be used?**
- Low competence, high commitment (D1)...
- Some competence, low commitment (D2)...
- High competence, variable commitment (D3)...
- High competence, high commitment (D4)...
- Dwight D. ...
- Colin Powell. ...
- John Wooden. ...
- Pat Summit.

Good Teamwork - Basics

Great teams pay heed to these things:

- Goals - What they want to achieve as a team
- Relationships - How they communicate and influence their team to get the work done
- Roles - Who does what and what to do when overlaps occur
- Process - How they do the task and work together

Sometimes when there is disagreement in one of these basics then conflict arises.

What is conflict?

Conflict is a process which occurs if members of a group, due to their interrelationship, their real and perceived differences, and their emotions, get involved in an expressed disagreement which obstructs the accomplishment of a task.

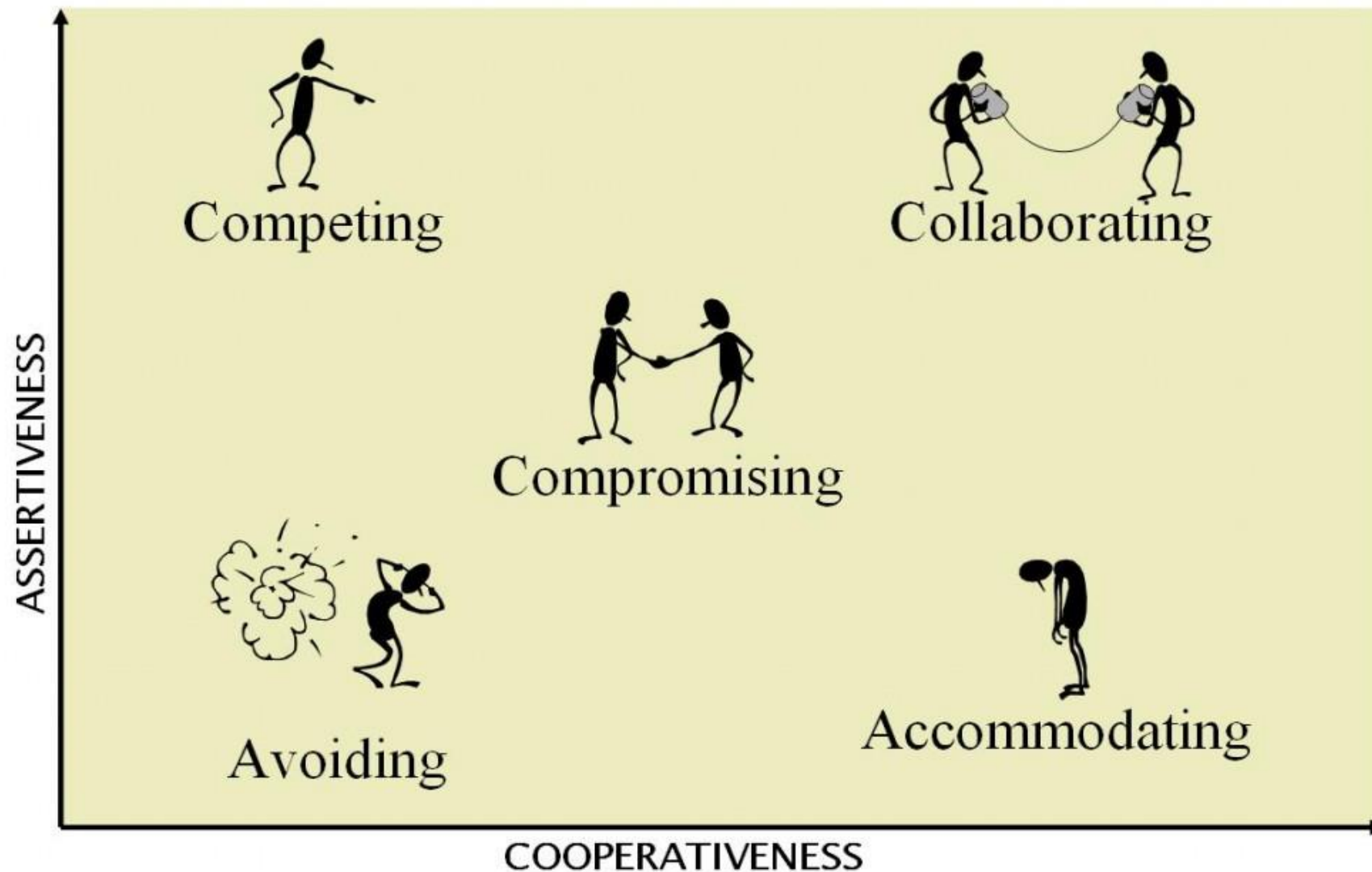
Conflict

- All groups encounter conflict (both in tasks and in relations)
- Conflict is often seen in negative forms i.e., shouting, arguing, aggressive and passive resistance
- Conflict is often an interaction between different personality types
- Many people often try hard to avoid or disregard conflict
- Often, we are unaware of potentially positive outcomes of a conflict
- We must learn to manage conflict productively



Dealing with Conflict in Teams

Dealing With Conflict – Thomas/Kilmann model



Ways of dealing with the Conflict

- Confront the opposition
- Communicate feelings and positions
- Communicate cooperative intentions
- Motivate to negotiate
- Define the conflict mutually
- Take the other person's viewpoint
- Come to a satisfying agreement jointly

Categories of Behaviour

- **The Silent Type**
- **The intimidator**
- **The Monopolizer**
- **The Nice One**
- **The Unhappy Camper**

People are not the same. So, every category of behaviour cannot be handled in the same manner. How do you deal with each?

Dealing with the Silent type

- Establish a participation expectation at the outset
- Be direct
- Use break out sessions

Dealing with the intimidator type

- Communicate that you understand their feelings
- Explain that each members needs must be met as much as possible for a successful process

Dealing with the monopolizer

- Be direct with them
- Recognize their contributions given
- Make a note of their ideas in writing
- Interrupt to get them to listen to you as well

Dealing with the Nice One

- Be direct with them
- Check with each team member to make sure they support the outcome of the meeting

Dealing with the unhappy Camper

- Acknowledge their unhappiness
- Get them involved by asking them to take on a responsibility (writing notes)
- Release them from the process
- Work with a supervisor when with this team member
- Release them from the team

Ethical Communication

- Treat all team members with politeness and respect
- Speak with determination and intent
- Ask questions out of curiosity, not with suspicion
- Openly express your disagreements
- Avoid being biased
- Facilitate group process
- Avoid making hasty decisions
- Respect confidentiality
- Use examples to clarify statements or opinions
- Acknowledge other member's viewpoints and accept them as real

Resolution

- Accept responsibility for your actions! Be open and honest about any challenges with following the rules and be willing to take the penalties.
- Seek assistance from senior managers for issues that you cannot handle.
- Don't take on all of the responsibility. Taking up slack for other team members causes irritation, weariness, and a drop in job quality.



Successful team development

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Successful team development

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WORKING TOGETHER
NOT AGAINST



SUPPORTING
MEMBERS OF YOUR
TEAM



UNDERSTANDING AND
BEING
COMPASSIONATE

Successful team development

In order to develop into a successful team there are some strategies you must follow and recognise, which include the following.

- Being able to identify not everybody is the same we all have different views also ways to do things yet at the same time if we are in team
- ▶ Working together is a key part of a team in addition to being committed, having the same aim
- ▶ The ability to shut off and know when as a team working together is important make a plan set the goals and targets work together to achieve

Successful team development



- ▶ If you are struggling or recognize a member of your team who are finding a task, or something particularly hard make clear to the team about steps to find solutions address the problem
- ▶ Communication is extremely important as now more than ever we are using more technology especially during the pandemic

successful team development Team building

- World-class organization's such as Facebook and Uber include team-building exercises in their offer packages to attract the best staff available.
- They've even rented out entire islands to host team building activities.
- Team building exercises, on the other hand, do not have to be pricey.
- If you ask everyone to bring a dish, you'll have a communal lunchtime that encourages people to work together to prepare, cook, and eat the food instead of dining alone in the employee cafeteria.



Conclusion

- ▶ Conclusion Effective communication, teamwork, and collaboration are essential for carrying out the assignment of safe, effective, and quality care to patients, families, and societies (Hood, 2014, p.106)
- ▶ Great teams have a strategy for how they will operate and collaborate. This is referred to as the "teaming strategy." A teaming strategy is a technique of arranging the effort required to guarantee that teams thrive in traditional organisation growth. Individual, team, and task alignment are three factors in Adair's team-building paradigm that must be aligned for success.(Adair, 2009).

Thanx for Listening to our
Presentation. We hope you enjoyed

it



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