

Effective Team Working and Communication



TEAM WORK

STAY STRONG

Group E1

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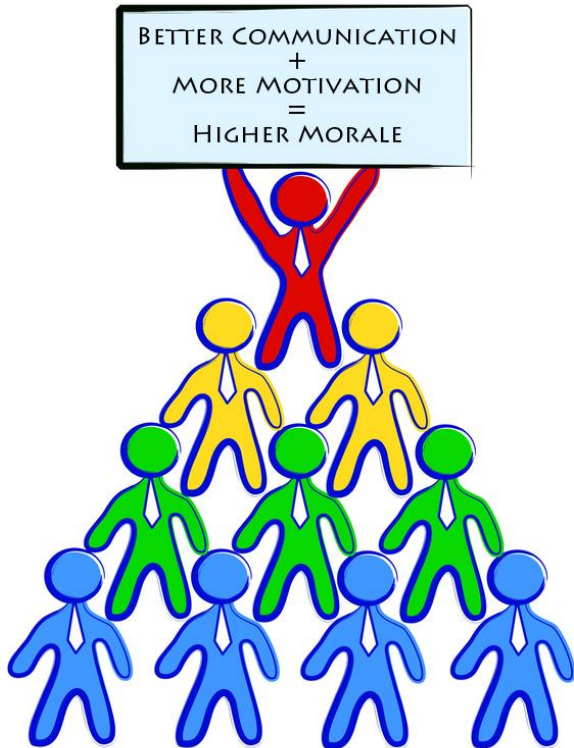
Student name and ID of Group 5

1. **Cristina Ilie -2026624** -Benefit of Team Working
2. **Floarea Balan-2029242** -Stages of Team Development
3. **Nicola Myers-2029745** -Team Roles and Situational Leadership role
4. **Emilia Baraiac-2028688** -Manage conflict in the team
5. **Mihai Arhire-2030027** -Successful Team Development

Introduction

- ▶ This presentation mainly revolves around strong teamwork and its relevance to business performance.
- ▶ It also outlines the long-term benefits of working in a team.
- ▶ Outlines the long-term consequences of conflict.
- ▶ Suggest potential strategies for resolving conflict.
- ▶ Illustrate relevant models related to team development.

Benefits of Team Working



Team Working means that people try to cooperate, using their individual skills to achieve a goal.

- ▶ Increases Innovation
- ▶ Coordination
- ▶ Improve Service Levels (Wheelan et al., 2020)
- ▶ Learning Opportunities

Boost team morale

- ▶ Appreciate other's efforts
- ▶ Uplift other's confidence
- ▶ Balance heavy workload
- ▶ Set rational goals





SYNERGY

Group

CREATES SYNERGY

- ▶ Promote positive attitude
- ▶ Promote Strong communication
- ▶ Improves leadership skills
- ▶ Enhance creativity and innovation.

Fosters Innovation



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- ▶ Facilitate creative thinking and flexibility (Cioarță, 2020)
- ▶ Encourage staff members to share ideas.
- ▶ Fosters participation in innovative tasks.
- ▶ Embrace new technological innovations (Lynch et al., 2018).

Better Learning Opportunities

- ▶ Develop strong critical thinking skills.
- ▶ Reducing Stress.
- ▶ Creates a comfortable training environment (Appvizer, 2021).
- ▶ Able to build necessary employability skills.





□ Establish Strong Communication

- Demonstrate friendly behavior (Lynch et al., 2018)
- Adopt different methods for better team interaction
- Transparency
- Being aware of personal responsibilities

DRAWBACKS OF TEAMWORK

- ▶ Intense Competition
- ▶ Conflicts in scheduling tasks
- ▶ Unable to access proper feedback
- ▶ Lazy team members.



TUCKMAN TEAM DEVELOPMENT THEORY

- ▶ Outlines potential stages of team development
- ▶ Introduced by Dr Bruce Tushman in 1965.
- ▶ Useful for delegating tasks (Wheelan et al., 2020).
- ▶ Contribute towards successful accomplishment of tasks.

Stages of Team Development

Stage 1 Forming



- Uncertainty.
- Confusion.
- The leader needs to guide them.
- Introduction very important.
- Set group objectives.

Stage 2

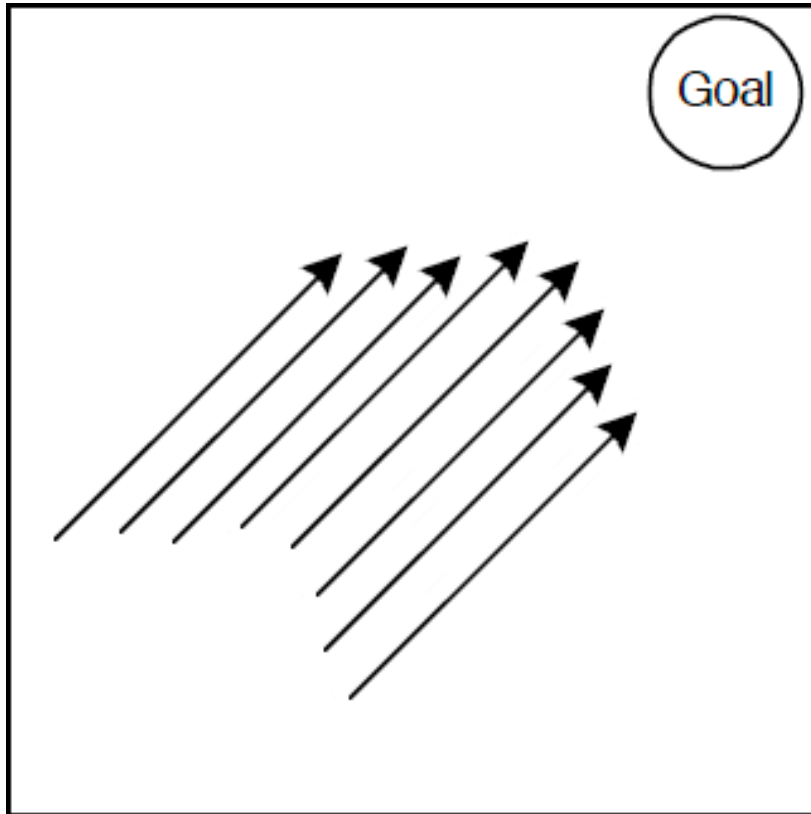
Storming

- Dispute and conflict
- High competition among team members.
- Team members become more assertive.
- Formation of Cliques.
- Team could break up at this level.

Stage 3 Norming

- Establishment of trust and maturity (Lynch et al., 2018).
- Work together to achieve common goals.
- No hidden agendas.
- Clarity of team purpose and values.
- Avoid conflict by holding back criticism.

Stage 4 Performing



- This stage prioritize hard work and dedication (Peralta et al., 2018)
- Problems are usually solved without the leader's consultation.
- The team share the same vision.
- Synergy
- Confidence
- Taking on various responsibilities.



Stage 5 Adjourning

- Accomplishment of goals.
- Sharing achievements with others.
- Higher team spirit.
- Being sad for group separation.

Drawbacks of Tuckman Theory

- Not all the teams goes through all stages.
- Tuckman theory talks about only small groups between 3 and 12.

Belbin Team Roles

An effective team role is a pattern of characterises of someone's behaviour, Team roles enables an individual or team to benefit from self-knowledge and an overall performance.



Team Roles by Belbin

- Ø Developed by Meredith Belbin (1981)
 - Action Oriented roles- Shaper
 - ▶ Shaper.
 - ▶ Co-Ordinator.
 - ▶ The Plant.
 - People Oriented roles- Co-ordinator
 - ▶ Implementer.
 - ▶ Team worker.
 - ▶ The Monitor Evaluator.
 - Thought oriented Roles- The plant
 - ▶ Completer or finisher.
 - ▶ Resource Investigator.
 - ▶ Specialist.

ACTION-ORIENTED ROLE

SHAPERS

Shapers are people who challenge the team to improve performance, keeps the team motivated and focused on the task in hand.



PEOPLE-ORIENTED ROLES

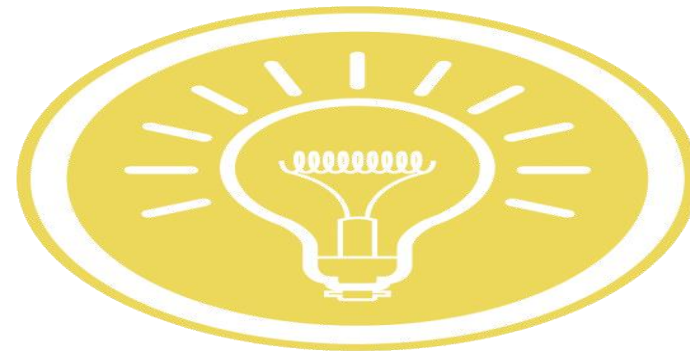
Coordinator

Willing to take team leader role, confident people, good listeners, calm and good natured.



THOUGHT ORIENTED ROLE **PLANT**

They thrive on praise, good at solving difficult problems, creative and imaginative comes up with great ideas.



Hersey-Blanchard Situational Leadership Model

Leadership style is the ability to influence or motivate various members in a team or organisation to perform at their best and to achieve set goals.



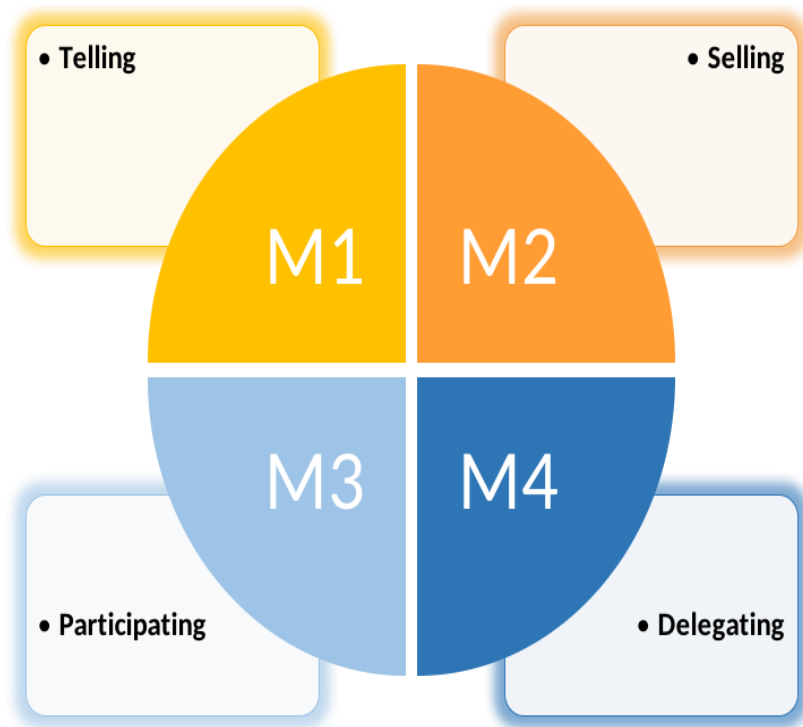
HERSHEY-BLANCHARD LEADERSHIP MODEL

FOUR STYLES

- Telling
- Selling
- Participating
- Delegating



Maturity Levels



- M1 Telling: Least experienced who will need to be instructed on most things.
- M2 Selling: Still very inexperienced but willing to do the task.
- M3 Participating: Most skilled, highly capable, lack motivation.
- M4 Delegating: Capable of handling the job in hand without any help, confident and can work independently.

Drawback of Hershey-Blanchard Model

Pros

- Simple and straight forward.
- Development level rises.
- Brings out the best in followers.
- Most widely used theory.
- Comfortable and accepted.
- Enhances employee's commitment and retention.

Cons

- Focuses more on immediate need than long term.
- Challenging to define maturity levels.
- Challenging and Exhausting.
- Negative outcomes.
- Confusion.

Managing Conflict

- ▶ Conflict usually occurs due to different working styles (Peralta et al., 2018)
- ▶ Team Conflict comes when roles are unclear.
- ▶ Impose frustration and disappointments (Belbin, 2012).
- ▶ Poor leadership is the main cause of a conflict.
- ▶ Different perspectives and personalities.

How to Manage Conflicts

Tips to Answer

How do you handle conflict?



- ▶ Staying Calm (Guttenberg, 2020)
- ▶ Listening others
- ▶ Finding solutions
- ▶ Finding a safer place to talk
- ▶ Investigating the situation (Peralta et al., 2018)

DEFINITION AND ADVANTAGES OF Thomas Kilman Model

- ▶ Aims to resolve conflict (Kilman and Thomas, 1977)
- ▶ Outlines several strategies to deal with conflict.
- ▶ Quite useful in maintaining cooperation.
- ▶ Quite dynamic and flexible model.

Thomas Kilman Conflict Model

Competing

Accommodating

Avoiding

Collaborating

Compromising

Drawbacks of Thomas Kilman Conflict Model

- ▶ Raise cultural issues
- ▶ It may be inconvenient
- ▶ Does not consider the impact of stress
- ▶ Lack of learning support.



Conflict Theory

Successful Team Development

Establishing SMART Goals

- ▶ Goals must be realistic and measurable.
- ▶ Track progress
- ▶ Implement well-defined objectives (Brett et al., 2020).
- ▶ Celebrate accomplishments.
- ▶ Appreciating others (Peralta et al., 2018).



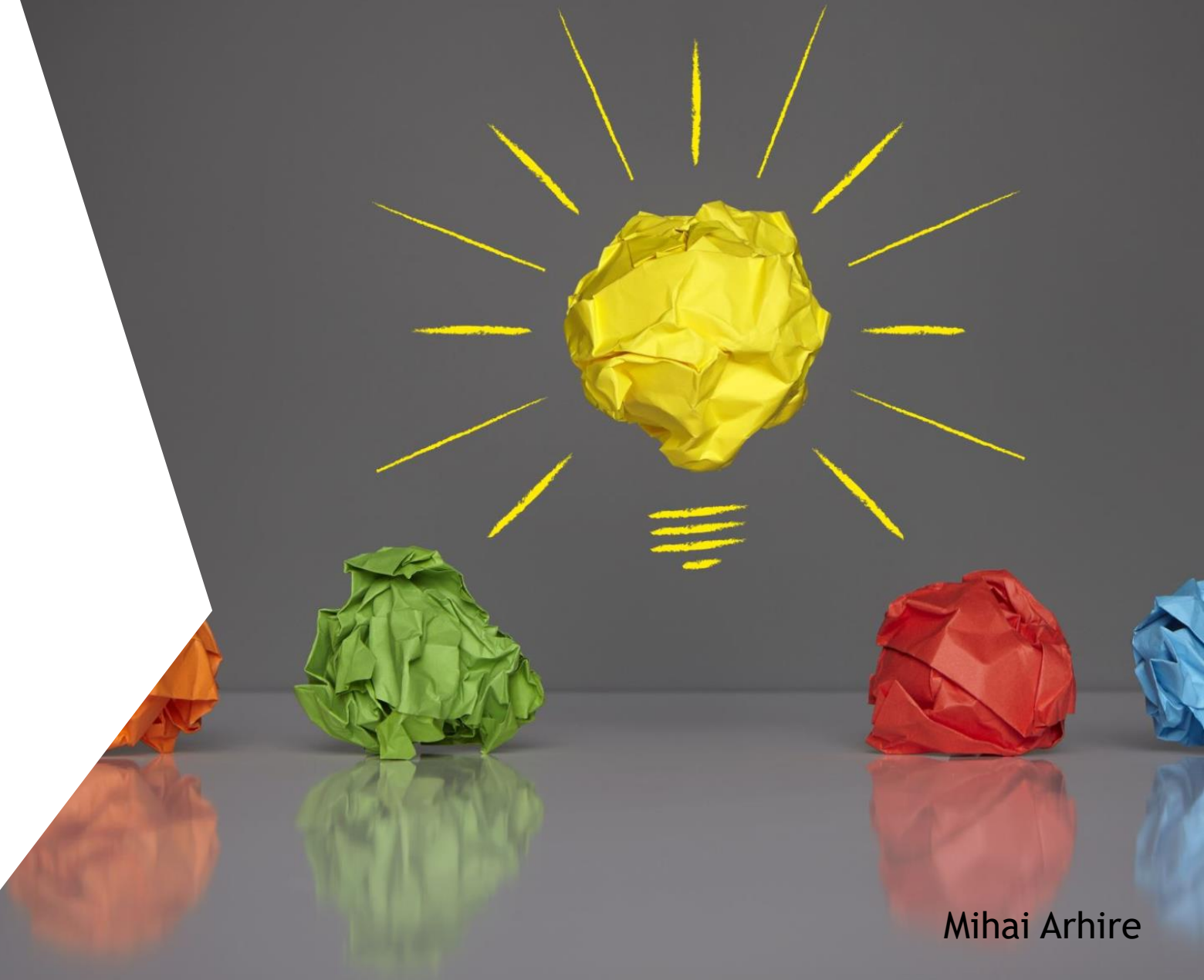
Embrace Diversity

- ▶ Hiring members from different backgrounds (Peralta et al., 2018)
- ▶ Learning from other's cultures
- ▶ Consider different approaches (Belbin, 2012)
- ▶ Welcoming diverse members
- ▶ Thinking creatively towards solving problems (Nibusinessinfo, 2021)



EXPERIMENTING UP WITH NEW IDEAS

- ▶ Well-defined roles (Van Geffen, 2020)
- ▶ Risk-taking abilities
- ▶ Wider opportunities for learning
- ▶ Implement new ideas

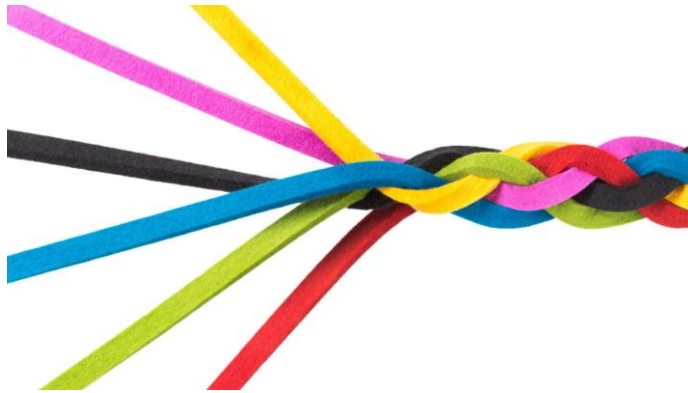


Being Accountable

- ▶ Avoid blame game (Super, 2020)
- ▶ Sharing responsibilities
- ▶ Understanding other's perspectives (Belbin, 2012)
- ▶ Discuss ways to improve tasks
- ▶ Give & Take feedback (Van Geffen, 2020)



Conclusion



- ▶ It also illustrates that successful teams are highly influenced by strong teams and innovation.
- ▶ Illustrated certain benefits of working in a team.
- ▶ It also indicates different team development stages.
- ▶ The presentation also illustrates that constructive feedback is a crucial aspect of a successful team.

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Thank You!

