

Effective Team Working and Communication Skills

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Benefits of Team Working

What is Team Working?

- ❖ It is the process of working in partnership with the intention of achieving a shared goal

Examples of Team working



1. Better problem solving

- Working as a team creates practical and useful solutions.

2. Increases creativity

- When individuals with various points of view gather in a group, new ideas can emerge.

3. Mutual Support

- Reduce stress brought on by work overload.
- Helps to prevent mistakes and boost effectiveness.

4. Risk-taking

- Risk-taking behaviour increases when a person feels safe in their team membership

5. *Deadlines met*

- Teams of people collaborating make it easier to achieve short deadlines.

6. *Increases flexibility*

- Working in a team can lead to more flexibility as individuals will be able to cover for other team members.

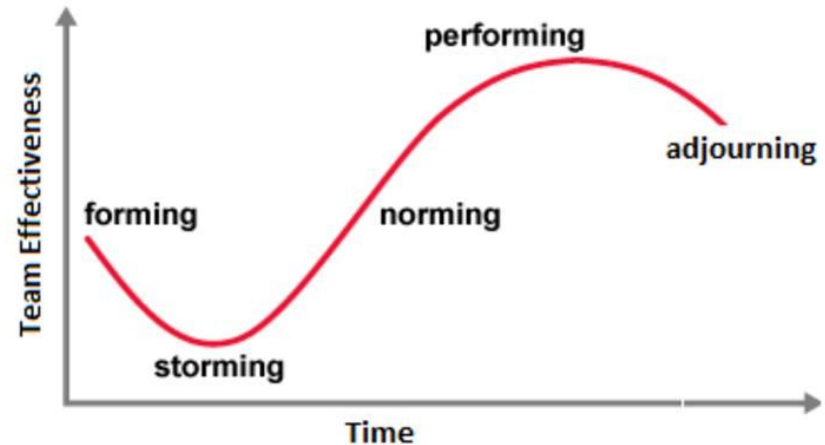
Team developing

How team starts?

- A team must be able to cooperate in order to function effectively.
- A team doesn't exist when it first forms.
- beginning, each team member is an independent individual.
- You'll eventually start functioning as a team.

Stages of team developing

- The process of working together in an effective way is "team developing"
- The "Tuckman's stages" were developed by Wayne Tuckman in 1965. (first 4 stages)
- A fifth stage was added by Ann Jensen and Tuckman (adjourning stage)



tablefrom;<https://courses.lumenlearning.com/suny-principlesmanagement/chapter/reading-the-five-stages-of-team-development> (Accessed: 11 august 2022)



Tuckman's stages

1. first 4 stages are:
 - a. Forming (orientation)
 - b. Storming (power struggle)
 - c. Norming (Cooperation)
 - d. Performing (synergy)
2. The fifth stage added later is:
 - a. Adjourning (closure)

Norms that direct the team members' actions are typically developed by teams. The behaviour, attitude, and performance guidelines specified by the team norms must be followed by every team member.



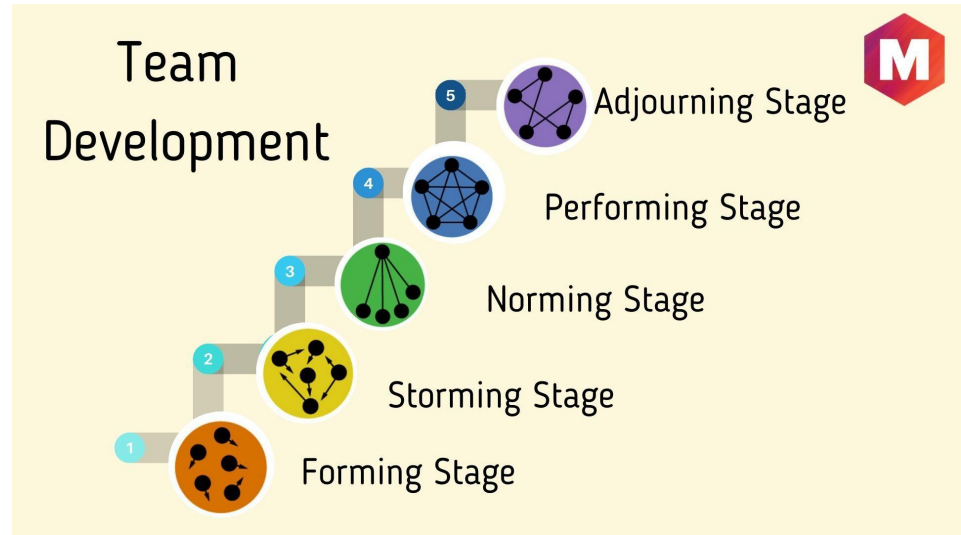
Benefits of using Tuckman's model

the main benefits of using this model are:

- ❑ *Understanding and manage a group.*
- ❑ *Create trust and respect.*
- ❑ *Learn how to manage conflict.*
- ❑ *Learn how to develop skills.*

image from:

<https://www.marketing91.com/team-development/>



Disadvantages of Tuckman's theory

The main problems/disadvantages with using the Tuckman's model are:

- *There are no quick fixes to resolve disputes.*
- *There is no discussion of how to get past the storming stage without destroying the team.*
- *No information on how long it takes between phases*

Managing conflicts

Thomas Kilmann Theory

5 Types of conflict styles

- Competing
- Collaborating
- Compromising
- Avoiding
- Accommodating

Competing:

- Uncooperative and assertive

Benefits:

- Necessary to take controversial actions
- Problems requiring immediate attention

Costs:

- Tense workplace relationship
- Lowered motivation and initiative

Collaborating:

- 'Two heads are better than one'

Benefits:

- High-caliber choices
- Relationships are strengthened via conversation and learning

Costs:

- Time and effort needed
- Psychological requirements

Compromising 'Split the difference'

Benefits:

- Fairness
- Swiftness and efficiency
- The expense of sustaining ties

Costs:

- Ineffective choices
- Partial surrender of worries

Avoiding:

Benefits:

- Lowering stress and avoiding danger
- Creating more favorable circumstances

Costs:

- Poor decisions, deteriorating working relationships and resentment.

Accommodating

‘Kill your enemies with kindness’

Benefits:

- Reestablishing balance and fostering relationships
- Selecting a brief conclusion

Costs:

- Abandoned worries
- Decrease in respect
- Reduction in motivation

SUCCESSFUL TEAM DEVELOPMENT

- As a leader you are responsible to develop your team as best as you can.

There are some tips you can follow to develop your team

Some of the tip you can follow are:

- Have a common goal

Be sure your members share the same objectives.

- Communicate effectively

Be clear when speak or explain something to your team

- Clarify each members responsibilities and roles

Clear explain who is in charge of what and responsibility for what (Glenn Llopis, Forbes 2012)

- Cover the Belbin Roles

As far as possible, make sure the team follow the eight Belbin team roles

- Consider each team member's ideas as valuable

All ideas are welcome and can be good (U. Berkeley, 2022)

- Get to know you team members

As a team leader you should make the time to know you team members (Glenn Llopis, Forbes 2012)

- Deal with change

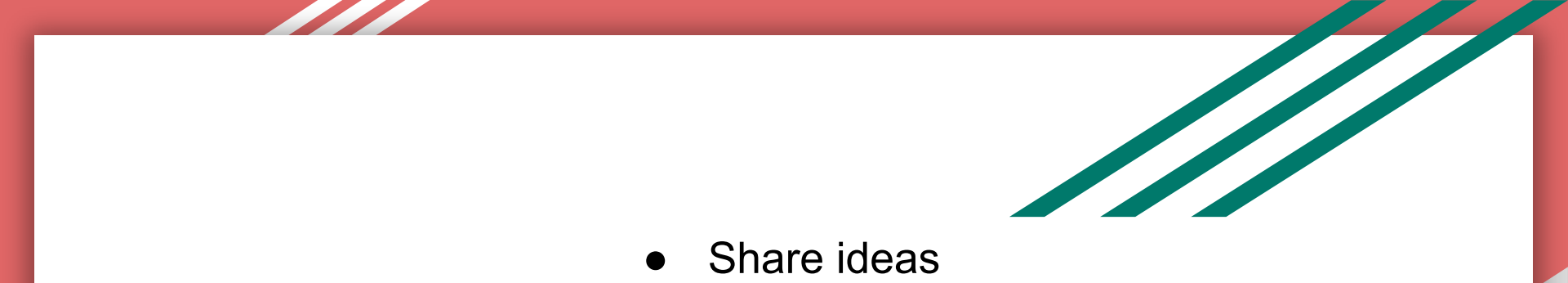
As a leader you should make a plan to your team members

- Consider your team members opinion

Listen to your team member's opinion before make any change

- Give confidence to you team members

As a leader you will give them the right to feel comfortable and included at all time



- Share ideas

Listen to your team members ideas

- Share information

Share with your team the information you have

Following this tips team members will perform and trust each other as a team.





Conclusion

- Working as a team draws people together and encourages people to rely on each other to complete tasks.
 - Without bond the work can not be done properly
 - Always acting with respect and being understandable with your colleagues.
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References

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