

Effective Team Working and Communication. (BMSW4002_LON)

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Introduction

In this presentation, we are going to discuss “Effective Team Working and Communication” and why it’s important to work in a team.

Our team is built of five students, and each of us will present one topic carefully and informative. During the presentation do not hesitate to ask any questions.



Benefits of team working



Advantages of team working

Increase
Productivity

Problem
Solving

New ideas and
opportunities

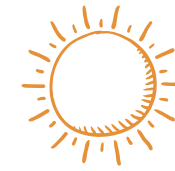
Support
Network

Flexibility

Conflict
Resolution skill



Why is team working important ?



	Promotes a positive workplace environment		Promotes dynamic and sustained change		Achieve new goals
	Leads to a healthier business		Fosters new opportunities		Faster production on complex tasks
	Expands professional skills				

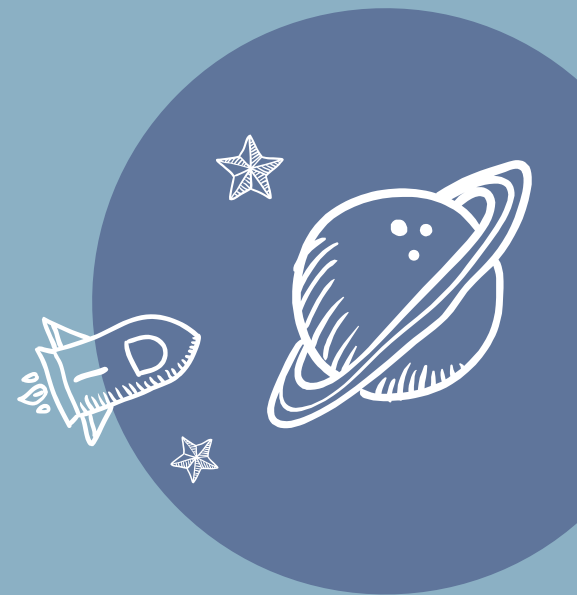
Benefits of team working



Why Teamwork? - SYNERGY



Stages of team development.



According to the Tuckman's Stages (1965) there are five stages of team development.

- Forming
- Storming
- Norming
- Performing
- Adjourning



1. Stage “Forming”

This stage is about where the team members first met. As it is important to know each other's background and the way how everyone we will behave to each other.

Easier to understand this stage I will go through the steps you have to do.

There are:

- A team intro meeting
- A skill set review
- A project and outcomes overview
- A project timeline



2. Stage “Storming”

At this stage, team members openly share ideas and use this as an opportunity to stand out and be accepted by their teammates because at this stage is a little bit of competition.

This stage is all about :

- Conflicts
- Frustration
- Resistance



3. Stage “Norming”

At this stage, all the members of the group starts to be less competitive by helping each other and working together as they have received their responsibilities and goals.

How you will know that you have reached this stage!

You will start to give feedbacks to each other without getting mad on it. You will have a purpose and the cohesion will start to show up on your group.



4. Stage “Performing”

At this stage, there is a high level of cohesion and trust between team members. The issues are still coming up at this stage, but at this point, teams have already a strategy to solve it together without any conflicts between them.

This stage include:

- Creativeness
- Trust
- Effectiveness
- Confidence



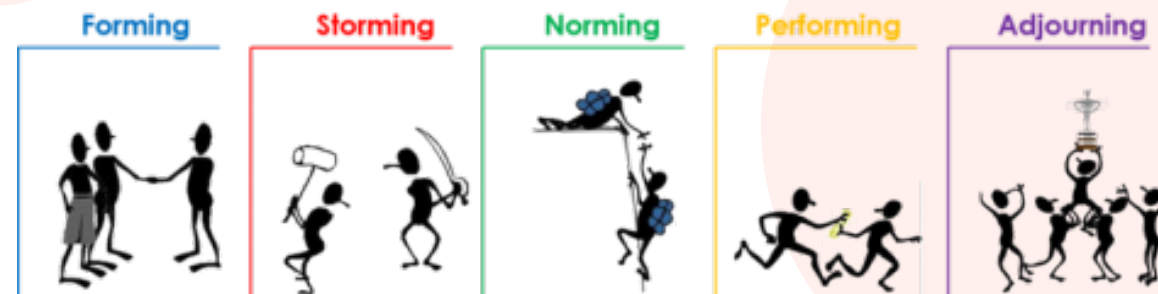
5. Stage “Adjourning”

At this stage, all the team's members knows each other very good as their strengths and even their weakness. So, knowing each other's weaknesses they can fill each other and make a great team.

Success, you made it together!!!



The five stages of team development diagram.



Team roles

According to the Belbin's theory, there are nine team roles.

Including:

- Resource Investigator
- Teamworker
- Co-ordinator
- Plant
- Monitor evaluator
- Specialist
- Shaper
- Implementer
- Completer Finisher

Including one more team role which Belbin's did not mention in his theory is Leadership role.



Action-Oriented Roles	Shaper	Challenges the team to improve.
	Implementer	Puts ideas into action.
	Completer Finisher	Ensures thorough, timely completion.
People-Oriented Roles	Coordinator	Acts as a chairperson.
	Team Worker	Encourages cooperation.
	Resource Investigator	Explores outside opportunities.
Thought-Oriented Roles	Plant	Presents new ideas and approaches.
	Monitor-Evaluator	Analyzes the options.
	Specialist	Provides specialized skills.

Belbin's team roles (2020)

Leadership role

According to my opinion, I think that it is very important role and a really good skill in our present.

As this role stands for :

- Determines meeting location, time and the attendees.
- Develops an agenda.
- Guides the team.
- Ensures equal speaking.
- Maintains a positive atmosphere.
- Assigns other meeting roles.
- Communicates conclusions and next steps.
- Sets the next meeting date.

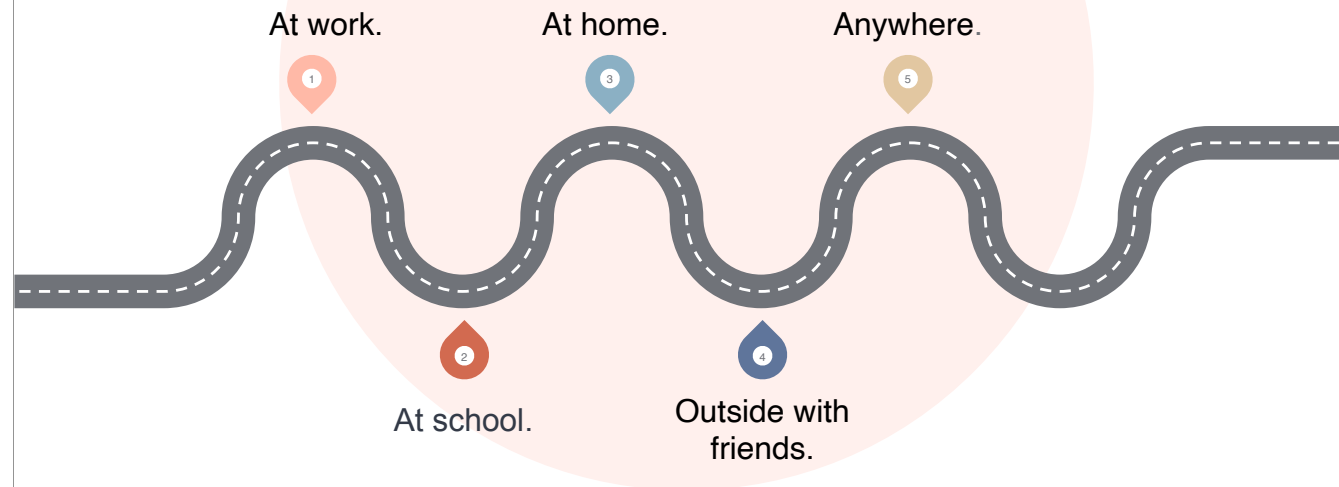
“ Leadership is taking responsibility while others are making excuses.”

Conflict Resolution

Thomas-Kilmann Conflict Model

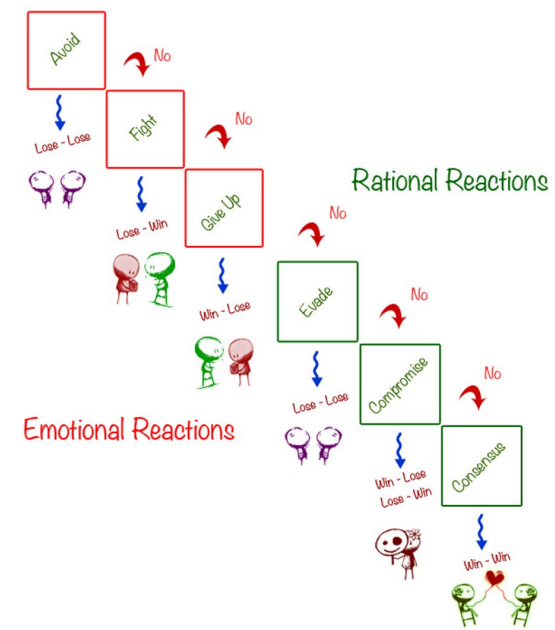


The conflict can happen anywhere, right?



Conflict resolution stages

- Avoid: escape the conflict, don't deal with it.
- Fight: beat the other side at all costs.
- Give up: Let the other side have their way.
- Evade: delegate the decision to a third party and evade confrontation.
- Compromise: both parties give up a little to win a little – not an ideal solution for either party
- Consensus: find a new solution developed by both parties.



❑ According to Thomas Kilmann Conflict Resolution

Five Conflict Resolution Strategies :

1. Competing → Win /Lose power struggle.
2. Avoiding → Withdraw from the situation.
3. Accommodating → Maintain harmony.
4. Collaboration → Expand the range of possible options
5. Compromising → Relationships are undamaged.



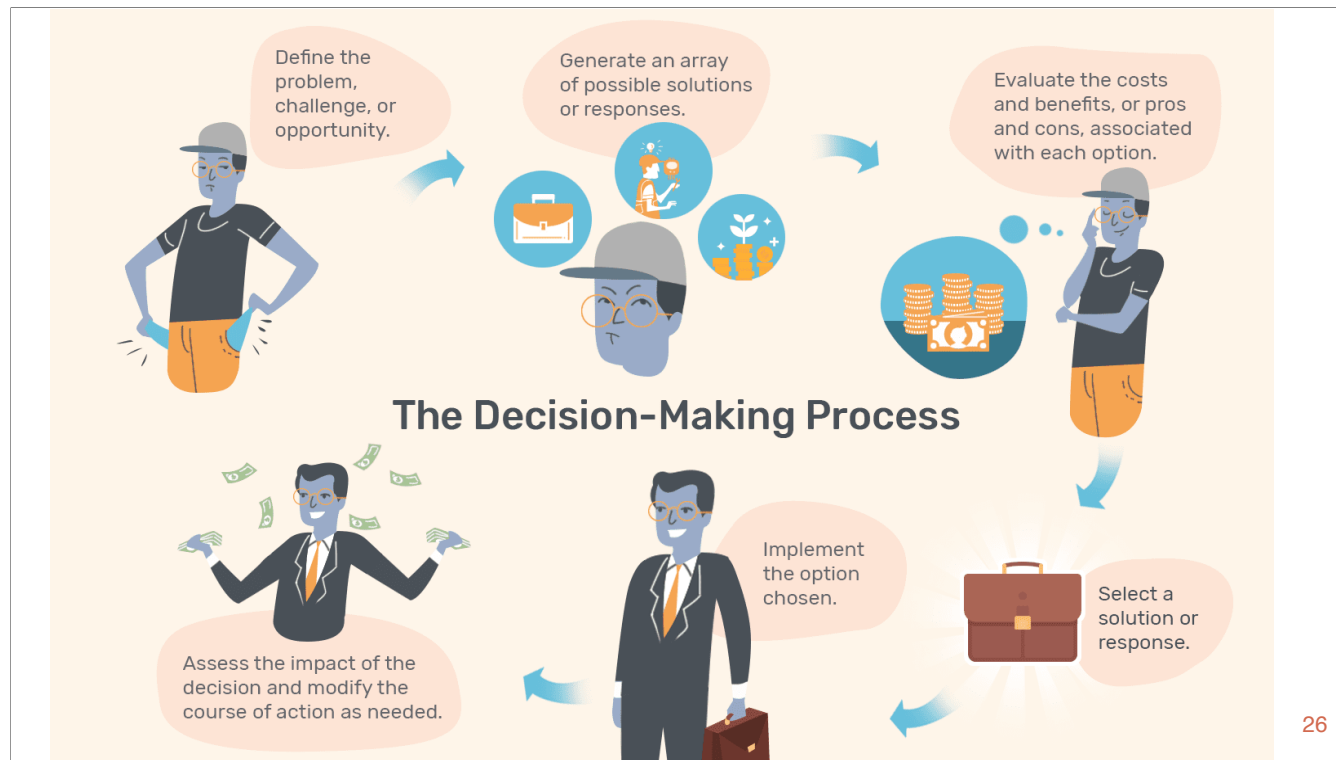
Successful Team Development



Steps to build a strong for the team

- The team leader able to make decisions in difficult situations
- Keen at understanding people
- Understand responsibilities
- Have common goals
- Deal with conflicts
- Deal with change
- Share information
- Develop trust
- Socialism
- Cover the Belbin roles





Ways to building an effective team

- Suggest each employee's ideas as valuable
- Aware of employee's unspoken feelings
- Be clear while communicating
- Encourage trust and cooperation
- Simple communication
- Set ground rules for team

6 Steps to maintaining strong and cohesive and effective team

- Define the purpose
- Assemble the team
- Decide the goals
- Set expectations
- Monitor and review
- Celebrate and rewards





Conclusion

In conclusion, I would like to say that having a good team of individuals around you, not only helps you to stay grounded, but also enables you to think in different ways, push boundaries with new ideas and most importantly it provides you with a strong support network.

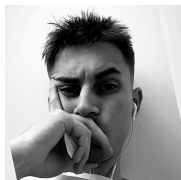
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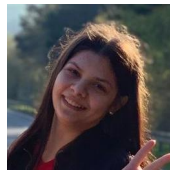
Team Presentation



Tharsiny Ravi



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Vasilica-Ioana-
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Thank you for being patient to listen us!!!!