

Effective Team Working and Communication (BMSW4002_LON)

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Content

- Introduction
- Benefits of team working
- Stages of team development
- Team roles
- Managing conflict
- Successful team development
- Conclusion

Introduction

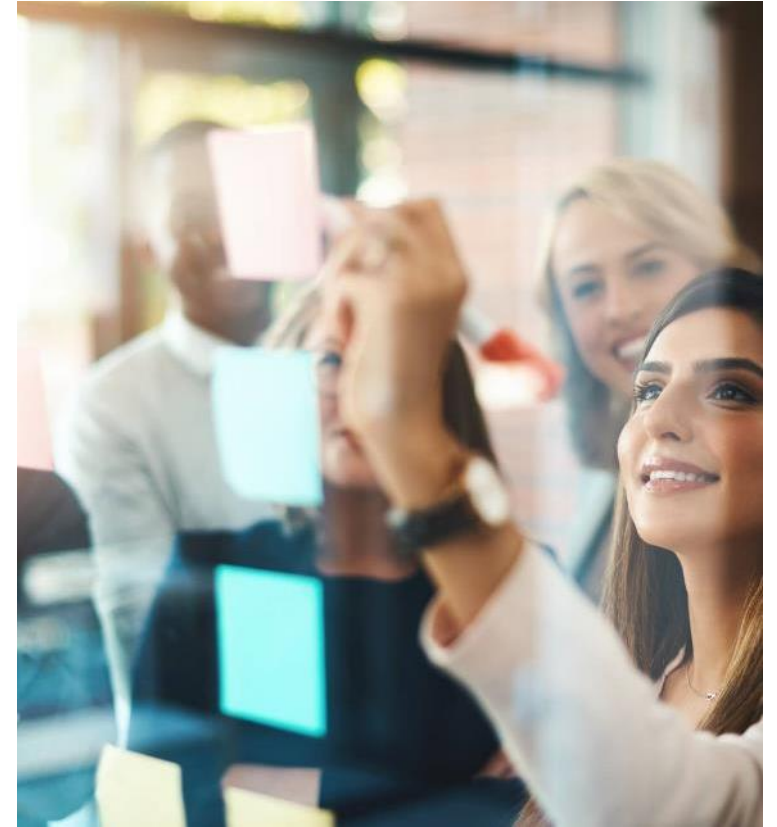
- The first steps of team work must be clearly defined and in place with the demands of the company or the project that they are working on.
- The team should have a clear purpose directly from the team funder on what they will need to achieve.



Is a very critical step since the early stages to communicate with the team funder about their position and how they will support the work as a team.

The team has to know what the expectations are, what the funder wants and how the funder will support them.

Any Team require a great leadership and organization offering support and real assistance on any issues they may face.



The Benefits of Team Working

The significance of collaboration

The importance of teamwork



- The true power of teamwork: when done correctly, it provides benefits that will make the company benefit and will build a great structure.
- Team Working has at least 8 important known benefits.
- **Better problem solving**, Albert Einstein has the credit of undergoing growth of the relativity theory, but the fact is that he polished his opinion via discussions with friends and persons having like-position. This is almost usually the example.
- **Increased innovation potential**, According to Frans Johansson, author of The Medici Effect, Some of the most uncommon, noted ideas come out of at "the where streets come together," the point where ideas of a quality common to a group from many parts and societies development mix.
- **Happier team members**, Employee happiness is a desirable purpose in and of it-self, but the business gets help as well. in harmony with to operation of making observations from the University of Warwick, the happy workers are up to 20% more with a tendency to produce than not pleased ones. And who could not use a little in addition happiness?



The future of organizations
is the growth
of the people in them.

Leadership Freak

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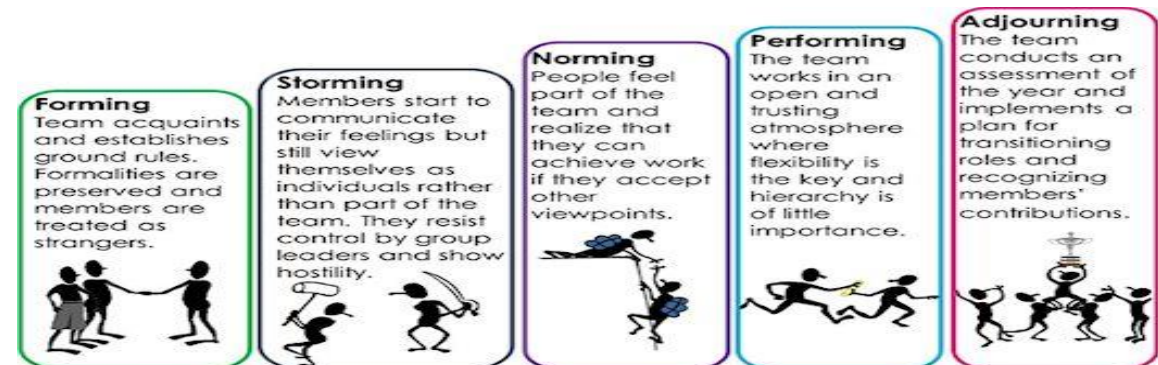
- **Enhanced personal growth**, Although there is no "I" in a team, being part of a team can help you grow. By exchanging information and effectively cross-training each other, each individual member of the team may thrive. You may learn new ideas from coworkers with different backgrounds and experiences. You may also learn from the mistakes of others, which can help you avoid making the same mistakes in the future.
- **Less "Burnout"**, According to Ben Wigert, Chief researcher making observations for Gallup's work-place business managers experience, group parts of a group may give strong feelings support to each other since they frequently get through knowledge of the requests and forces over a given square unit of completing regular work better than directors of work.
- **More opportunities for growth**, Workplace collaboration is similar to sports that require teamwork. When the goalkeeper and attackants thrive in their respective roles, the team has a better chance of winning.

- **Boosted productivity**, Receiving a push from the back from the manager might be something that motivates you, but receiving praise from another member of the team may be much more impactful.
- **Smarter risk taking**, When you work alone, you may be scared to take risks and make decisions on your own. But when you work as member of a team, you know you have the whole group behind you if something goes wrong. This level of security often allows teams to take necessary risks that lead to never ending moments.



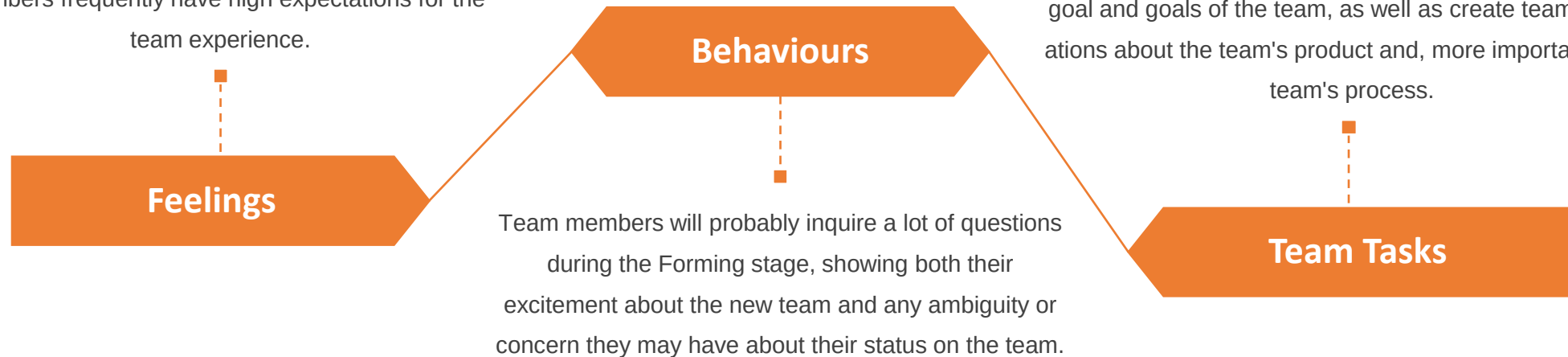
Stages of team development

- Teams progress through many steps of growth.
- Bruce W. Tuckman developed the most frequent utilized framework for the development of teams in the mid 60s.
- Tuckman's concept of Forming, Storming, Norming, and Performing provide a valuable foundation for building your own team.



The Forming Stage

At the Forming stage of team development, team members are typically amazed to be a part of the team and enthused about the task allocated to them. Members frequently have high expectations for the team experience.



The Storming Phase



As the team works toward its goals, members realise that the team cannot compete with their early expectations. Their focus may be diverted away from the tasks at hand and onto feelings of discontent or animosity against the team's progress or procedure. Members may express anxiety about not being able to meet the team's goals.

Feelings

Behaviours

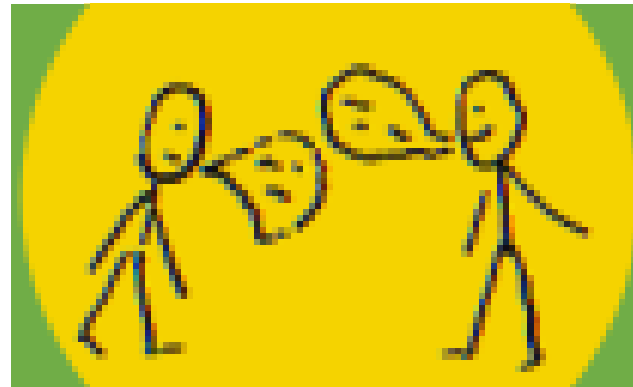
Storming stage behaviours may be less pleasant than Forming stage behaviours, with frustrations or conflicts over objectives, expectations, roles, and obligations expressed openly. Members may express anger with limitations that restrict their individual or team growth; this anger may be directed towards another team members, to the team leader or the team's backer.

The Storming stage of development require the team to focus on its goals, maybe cutting bigger goals down into smaller, more attainable milestones. The team may need to practise task-related talents, as well as group process and conflict resolution skills. During the Storming stage, redefining the team's goals, duties, and tasks may help team members overcome their dissatisfaction or bewilderment.

Team Tasks

The Norming

- Team members learn to agree that between their own expectations and the reality of the team's experience there will be differences during the norming process of team growth.
- People should feel more calm expressing their real thoughts and feelings until they get to the point that the team is effective and they reach normal behaviour between them.



Team members may make a concerted effort to resolve disagreements and establish group cohesion.

During the Norming stage, members have to shift their attention on the team's goals.

Team members may have more regular and concrete communication, as well as a higher willingness to distribute ideas or seek assistance from their teammates.

The Stage of Performing



Behaviours

Team members have the ability to avoid or resolve problems in the team's process or progress.

There is a flying attitude in the air, as well as offers help each other. Team roles may have become more flexible, with individuals assuming various tasks and responsibilities as requested and needed.

Team members' differences are valued and used to increase team efficiency.

Feelings

The team members at this stage are already delighted with the team's progress.

They share personal thoughts and group progress insights, as well as their own and each other's strengths and weaknesses.

Members see the team as more like a family feeling while they collaborate and take pleasure in its effectiveness.

Members believe in their own abilities as well as those of their team mates.



Team Task

During the Performing stage, the team makes a significant progress toward its goals.

The team members' commitment to the mission is admirable, as is their expertise.

Team members should continue to broaden their knowledge and talents while also working to promote team development.

Team process or progress achievements are measured and acknowledged.



What could be the last step in the Performing Stage?

Working in a high-performing team may be a wonderfully rewarding experience, but it is not the end of team growth.

The team must maintain its focus on both the process and the product, setting new goals as appropriate.

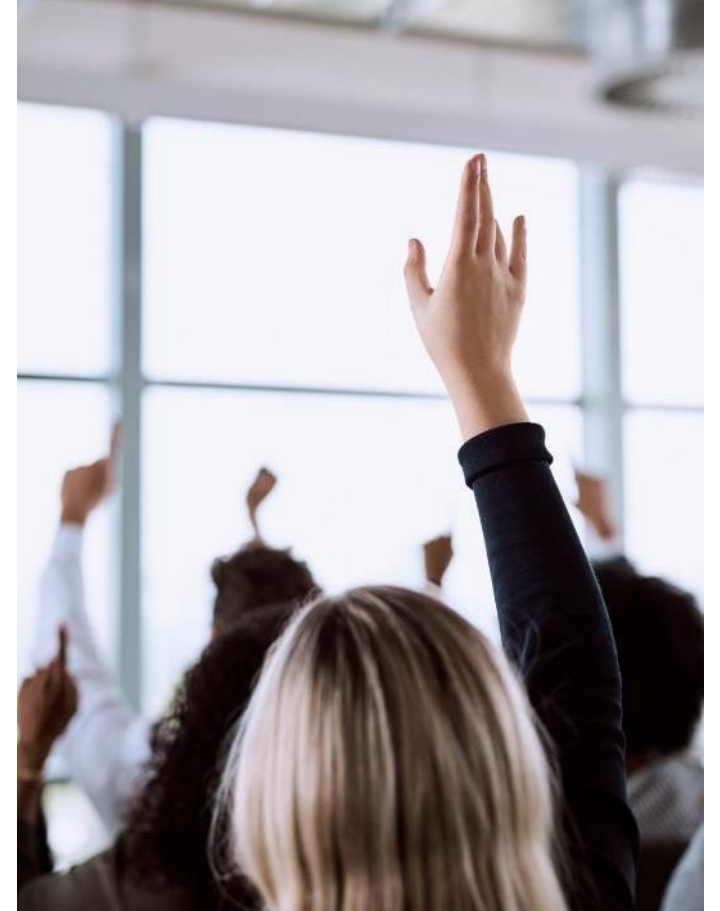
Changes in the team's composition, such as new or leaving members, or large-scale changes in the external (surrounding conditions), might force it to go back to an earlier stage.

Teams may be able to stay in the Performing stage (for a long time--maybe forever) if these changes - and the behaviors that result from them - are identified and talked to/looked at directly.



Team Roles

- When a team is functioning optimally, each team member has distinct tasks. Despite clear roles and duties, a team will frequently fall short of its full potential.



Team Roles

- When all team members have comparable behavioural patterns or team responsibilities, the team becomes imbalanced.
- Belbin proposes that by recognising your role within a team, you may improve your strengths and manage your weaknesses as a team member, so enhancing your contribution to the team.



Belbin defined nine team roles and categorises them as action-oriented, people-oriented, and thought-oriented.

Each team task is associated with traditional behavioural and interpersonal abilities.

The 9 Important Roles

Roles that require action

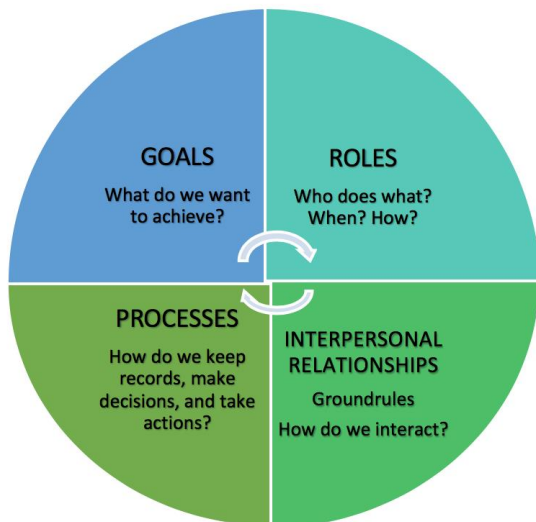
- Shaper
- Facilitator
- Final Word Person

Roles that involve people

- Organiser
- Assistant
- Resource Analyser

Roles that require thought

- Plant
- Monitor-Evaluator
- Specialist



Managing Conflict

- The understanding that we all have different ways of handling conflict, is a key skill for today's working professionals
- The Kilmann Conflict Mode Instrument identifies five basic conflict management styles: collaboration, contending, avoid unnecessary discussions, accommodate with the situation, and compromise.





5 Conflict Management Manners

By knowing how to manage every single conflict can lead to a better environment and that leads to success.

- **Collaborating** : This part has to do with the people working on the project, with their attitude being agreeable and acceptable with the other's opinions. In this way, they will be able to maintain a strategic distance from each other and they will be able to finalize the task without interruptions.
- **Competing** : Those that compete are emphatic, uncooperative, and energetic to look for their claim interface at the cost of others. According to Kilmann, this strategy is successful after you do not care about the relationship but the result is basic. "Do not utilize competing inside your work environment; it doesn't cultivate associations," he specified.
- **People who avoid conflict** tend to not be able to collaborate and their attitude is more likely to be working for their own. They usually are not getting engaged with the rest of the team and not performing so well as the others, while they wait for the moment that an argument will break out so they can proof their own idea.
- **Accommodating** : The opposite of competing, accommodating involves a lot of sacrifice from each person to satisfy them.
- **Compromise** : This style require all parties to compromise while being in an argument and allow others ideas to pass for the project to finalize. When an argument happens then they all have to settle the dispute by mutual concession.



Successful Team Development

Putting together a successful team means more than just gathering a group of people with different talents.

Make a Strategy

What you wish to achieve requires a great aim and vision. If asked about their leadership style, many will answer that they will recruit the highest skilled people in their fields and will allow them to do what they are best at.

Make a Simple Map

Usually, team leaders creates a MAP or a Plan which shows exactly what they are aiming for. What are their targets and their goals, but also how they will be able to reach these goals and with what procedures.

Create an Open Scoreboard

It's an advantage to have a clear strategy plan in place as it brings a shared purpose for the whole team, which helps to offset people's predisposition to identify themselves as members of smaller groups.

You may feel as if you're repeating yourself...

Once you have a simple plan in place, you must constantly remind your staff of the priorities, even if it sometimes feel tedious. **People frequently need to hear something several times before they actually remember it.**



Conclusion

When everyone on a team divides the workload evenly, the team may work faster and more efficiently.

It is vital to provide a decent work environment in which people can grow both individually and collectively. Effective teams foster solid working relationships, which promotes better performance.

Creating a positive office atmosphere is critical to attaining an organization's goals.



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