

Title page should have the following details:

Name: Nazia Nasir

Student ID: 2419124

Module Name: **Effective Teamworking and Communication**

Lecturer's Name: Abdallah Naser

Following are the characters in the video that you must watch before attempting to answer the questions. These character are a team of students working on a project.

	Lena, a hardworking undergraduate from Germany, approaches her studies with detailed-oriented care and a consistent dedication to quality. Driven by a preference for precision and a reliance on empirical evidence, she consistently delivers exceptionally researched and thoroughly documented work.
	Omar, an undergraduate student from Jordan whose confidence and persuasive charisma naturally draw others to him. With a natural ability to make quick decisions and a genuine talent for motivating those around him.
	Hannah, an undergraduate student from Ireland, whose calm manner and sharp intellect are instantly recognisable. Bringing her thoughtful, detail-oriented approach to everything she does, Hannah is a researcher through and through, thriving on evidence and considered evaluation.
	Kenji, a Japanese undergraduate student known for his calmness, reliability, and strong sense of community. Always prioritising group harmony, Kenji always offers supportive guidance on group projects.



Priya, an undergraduate student from India whose vibrant energy and dynamic resourcefulness are instantly recognisable. Bringing her unique blend of passion and practicality to the academic world, Priya is a natural networker and problem-solver.



Alex, a computer science major from Canada. Analytical, tech-savvy, and deeply practical, he approaches every academic challenge with a systematic mindset, always finding ways to streamline work using digital tools. He prefers to organise data for projects and fine-tuning workflows.

Watch the video and then answer the following **ten questions** within the spaces provided. Each question carries equal mark. Each answer should be a minimum of 100 words and a maximum of 150 words. Please note that the questions are grouped by topics, instead of following the timeline. You need to watch the whole video before answering the questions. Please make sure that you provide citation and references for all the relevant concepts you use in answering the questions.

Question 1

Explain what teamwork is, give examples from the video.

Teamwork is working together to achieve the same goals. Each person has its own skills, and they work together by sharing their knowledge to each other so they can make an amazing team. Good teamwork needs communication, trust, respect and cooperation.

In the video, the team members have different strengths. Lena pays a lot of attention to details and wants the information to be correct. Omar is confident and helps the team make decisions. Hannah focuses on research and evidence. Alex is good with computers and organising information for the team. Priya is practical and she finds many ways to solve hard problems. Lastly, Kenji likes to support and calm down the team.

Everybody could make a very useful contribution. However, the team must listen to other

Question 2

Omar states that the team has been debating for two hours, the team members look worried. Lena intervenes and argues, Omar intervenes again. Hannah looks troubled. (timestamp: 2:00 – 2:56). Identify which of Tuckman's Stages of Team Development this part of the video represents.

I believe that the team is in the Storming stage. This is when teammates start to argue, disagree with others' opinions or struggle to accept others' ideas.

In this stage, Omar says that the discussion has been going on for two whole hours. The team members look worried. Lena speaks up because she wants her views to be considered Omar has also stepped in during the disagreement. Hannah looks troubled as the argument continues.

This shows that the team isn't cooperating and struggling to come to an agreement as there is differentiation of opinions. However, according to Tuckman this is normal part of team development. To move forward the team needs to improve communication.

Question 3

Identify & explain which Tuckman's Stages of Team Development is the team in during the last 2 minutes of the video (timestamp 4:00 – 5:58).

The team is at norming stage which is when the team starts understanding each other and finds way to work together.

During the team discussion, the team members had a disagreement about on how to complete the task. Priya tries to find a solution, she supports omars plan while gibing lena the time to check the information. This shows an improvement in teamwork as the team may be finding a solution to work together while mutually agreeing.

In the norming stage, a team starts forming again as people start to accept different ideas. They also build more trust and find a way to work together.

Question 4

Explain what Group Decision Making is, provide a relevant example from the video.

Group decision is when 2 or more people work together to decide the best option. They can share ideas, discuss problems and decide a solution on what to do.

An example from the video is Priya trying to find a way to find an agreement between Omar and Lena. Omar wants the team to move forward with a plan while Lena wants to ensure the information is correct. Priya decides that the team uses Omar's plan while gibing Lena 48 hours t check the information.

This is better for the team as they can make progress while ensuring the information is correct.

Question 5

Explain what Nominal Technique is, provide an example from the video.

The nominal technique is a way for the group to fairly make decisions. It allows each person to have a say by sharing their ideas including people who may not feel confident enough. This can be by allowing everyone to share an idea then the whole group discussing which ideas are best by voting or ranking the best options.

In the video you can see Hannah feeling uncomfortable while Omar and Lena are disagreeing. If there is a method like nominal technique, she can share her ideas without being interrupted. However, in this situation the team isn't using this method. Delbecq, Van de Ven and Gustafson (1975) describe this structured approach to group planning.

Question 6

What (Thomas-Kilmann model) conflict mode does Priya use when she states "We do not have to choose between being brilliant or being thorough.", and she supports Omar's framework while giving Lena 48 hours to verify the data? (timestamp 3:20 – 3:36)

I think Priya uses compromising style. This is when people try to figure out a solution that allows each side to be happy. In this scene, Omar wants the team to follow his plan while Lena wants to make sure information is reliable. Priya says, "We do not have to choose between being brilliant or being thorough." She supports Omar's plan but gives Lena 48 hours to check the data. This is a compromise as Omar's plan will continue while Lena has time to check if the information is correct and both sides get what they want. The Thomas Kilmann models explain various ways people deal with conflict. Compromising can be useful when a team needs to make progress and find a fair solution (Thomas and Kilmann, 1974).

Question 7

When the debate between Omar and Lena peaks, Hannah responds by "shrinking back slightly in her chair" and softly trailing off as she is spoken over. Using the Thomas-Kilmann Conflict Mode, identify and describe Hannah's conflict mode in this scene. (timestamp 2:00 - 2:45)

I think Hannah uses avoiding style during the disagreement as she didn't deal with the conflict. When Omar and Lena were speaking, Hannah appeared as troubled and became quieter. She doesn't try to get her opinion heard. This can mean that Hannah is avoiding the conflict as she doesn't want to make the situation worse. Or she might be struggling to speak up when others are speaking.

However, being quiet doesn't always mean someone is avoiding the situation, Hannah may be struggling to join the discussion. Thomas and Kilmann (1974) explain that avoiding is one way people respond to disagreements.

Question 8

Identify which Belbin roles Alex and Priya might be demonstrating (e.g., Plant, Implementer, Coordinator, Specialist, Monitor Evaluator, etc.) and explain them with relevant examples from the video.

I think Alex fits an implementer role while Priya has a more resource investigator role. An implementer who changes ideas into practical actions. Alex knows more about technology and organising information. This is good as these skills can help the team be more organised and manage information. A resource investigator looks for ideas and opportunities outside the team. Priya is seen as energetic and good at finding solutions. She can support the team in finding information they need while exploring different options. Belbin (2010) explains that teams benefit when people bring different strengths and roles. These role choices are based on the descriptions of Alex and Priya.

Question 9

Identify which Belbin roles Omar and Lena might be demonstrating (e.g., Plant, Implementer, Coordinator, Specialist, Monitor Evaluator, etc.) and explain them with relevant examples from the video.

I think Omar fits the shaper role while Lena fits the completer finisher role. A shaper is a person who encourages the team to act and move forward. Omar is confident and willing to make decisions. He can motivate the team. However, he must ensure he is listening to everyone's opinion and not rush decisions.

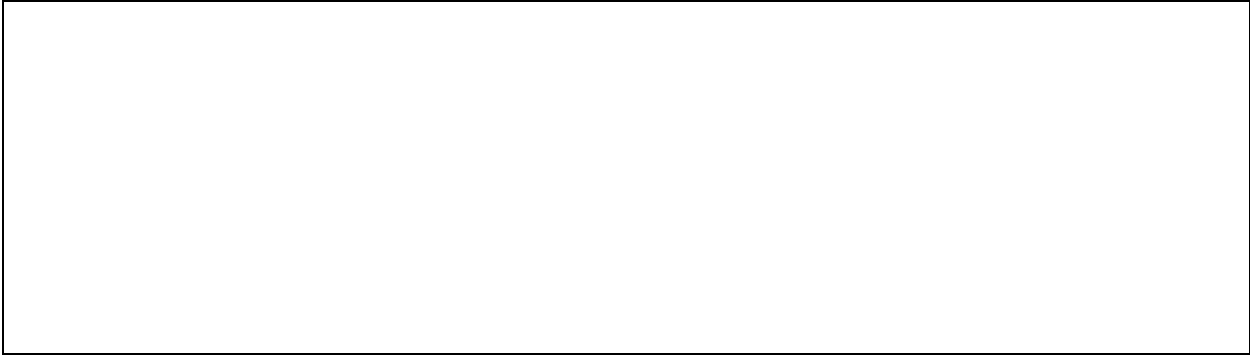
A complete finisher focuses on details and checks for mistakes. Lena wants to make sure the information is correct. This shows she values quality. This is essential for a team that needs reliable results.

Belbin (2010) explains that different team roles bring different strengths. A successful team needs both action and attention to detail.

Question 10

After watching the video, decide which Belbin role you would naturally take in this team and why would you take that role?

I think in a team I would take the coordinator role because it helps the team work together while being focused on the goal. I would ensure everyone's opinion is heard and the team comes up with a decision together. I would also make sure tasks are fairly shared between team members. I think this role is essential as each person has different skills and ways of working. One person can be confident with speaking while the other may give good ideas but need more time to share the idea. Belbin (2010) explains that different team roles can help a team work effectively. I would like to help create a team where people feel respected and work towards the same goal.



References list

Belbin, R.M. (2010). *Team Roles at Work*. 2nd ed. Oxford: Butterworth-Heinemann.

Delbecq, A.L., Van de Ven, A.H. and Gustafson, D.H. (1975). *Group Techniques for Program Planning: A Guide to Nominal Group and Delphi Processes*. Glenview, IL: Scott, Foresman.

Katzenbach, J.R. and Smith, D.K. (1993). *The Wisdom of Teams: Creating the High-Performance Organization*. Boston: Harvard Business School Press.

Robbins, S.P. and Judge, T.A. (2019). *Organizational Behavior*. 18th ed. Harlow: Pearson.

Thomas, K.W. and Kilmann, R.H. (1974). *Thomas–Kilmann Conflict Mode Instrument*. Tuxedo, NY: Xicom.

Tuckman, B.W. (1965). 'Developmental sequence in small groups'. *Psychological Bulletin*, 63(6), pp. 384–399.

Tuckman, B.W. and Jensen, M.A.C. (1977). 'Stages of small-group development revisited'. *Group & Organization Studies*, 2(4), pp. 419–427.