



QUALITY CONSULTING LTD

- DANIELA NICOLETA FAZAKAS (1916669)- BENEFITS OF TEAM WORKING
- MIHAELA CONSTANTIN (1913735) – STAGES OF TEAM DEVELOPMENT
- ALINA LEOCA (1913734) –TEAM ROLES

QUALITY CONSULTING LTD

- CONSTANTA ALEXANDRA MATEESCU (1914597) –
MANAGING CONFLICT
- COSMIN CONSTANTIN (1913739) - SUCCESSFUL TEAM
DEVELOPMENT

INTRODUCTION



- A team is a gathering of individuals, all working together to achieve a common goal. The team consist of defined membership and set of operations to take part in. Each individual in the team is responsible for contributing to the team (Rezvani et al., 2019).
- Teamwork is the operations or collaborative efforts of a team to gain a common motive. Teamwork is the willingness of the group to work together to achieve a specific aim (Rezvani et al., 2019).

BENEFITS OF TEAM WORKING

CREATIVITY: Creativity inspires employees to work together as a team. The brainstorming of ideas creates an effective solution to the problem that not only accomplishes the task effectively but also enhance the learning and creativity of the staff (Tripathy, 2018).

PERFORMANCE: Working as a team makes the task more superior and error-free through new ideas and suggestions. The completion of the work effortlessly and as per aim enhance the performance and status of the firm in the business world (Tripathy, 2018).

CONFLICT RESOLUTION: Teamwork plays a crucial role in increasing the relationship among staff by understanding the feelings, values, beliefs and behaviour of each other which is essential for dispute resolution and maintenance of healthy work culture (Driskell et al., 2018).

INNOVATION: Working as a team improves the skills and capabilities of the staff through which innovation and new ideas for business and product development will be carried out (Driskell et al., 2018).



BRUCE TUCKMAN STAGES

FORMING, STORMING, NORMING
PERFORMING, ADJOURNING

WHAT ARE THE 5 STAGES OF TEAM DEVELOPMENT

- In order for a team to come together and become successful, it is believed that there are 5 key stages a team will take in order to do so.
- „In 1965 a psychologist named BRUCE TUCKMAN said, that teams go through 5 stages of development.
- The stages come into effect as soon as the team first comes together ,all the way, until the end of the project.

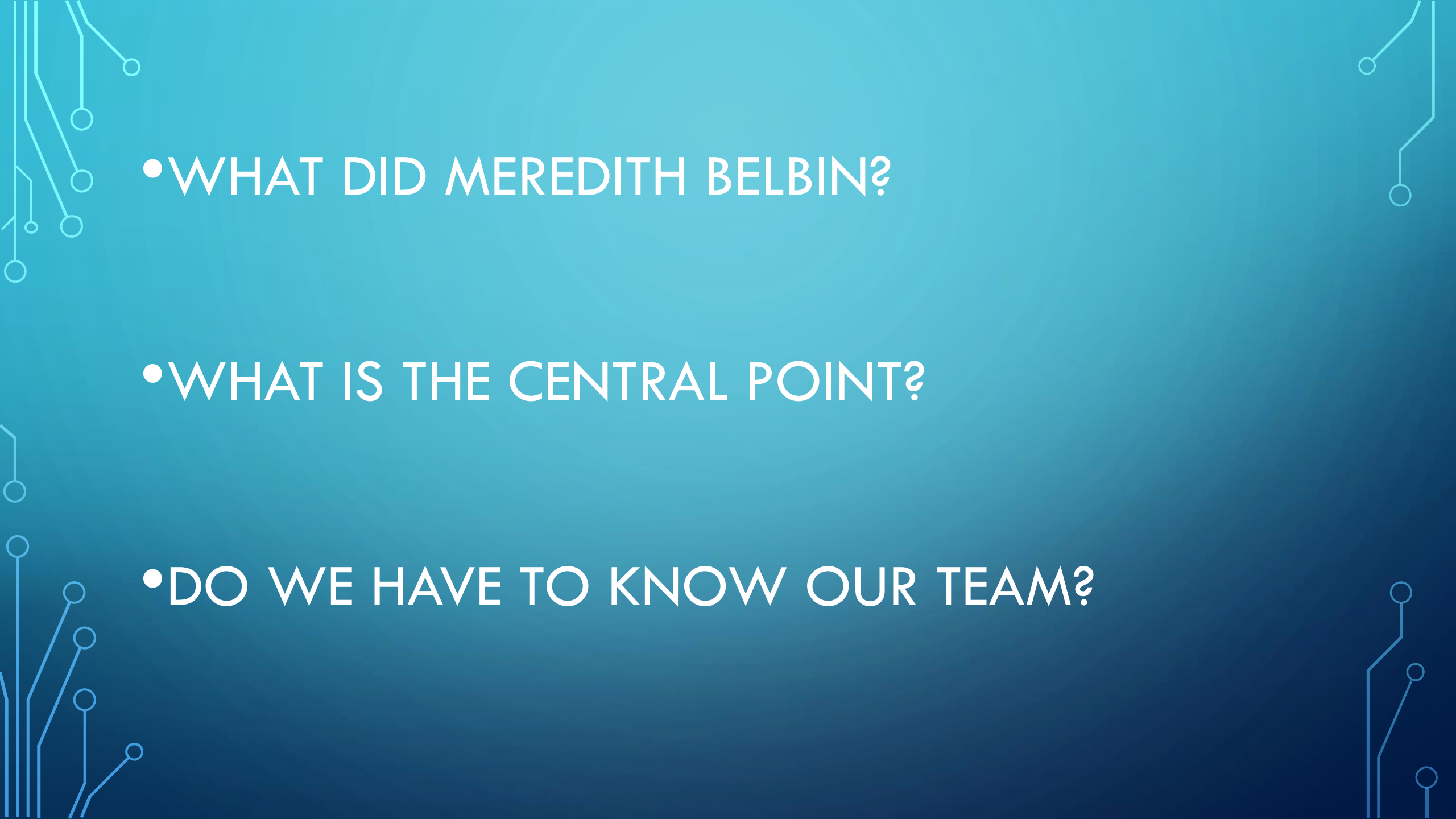
THE 5 STAGES

- **FORMING**: team is introduced from the first time
- **STORMING**: dispute, individual clash
- **NORMING**: start to see each others strengths and work
- **PERFORMING**: everyone start to work positively
- **ADJOURING**: the project ends and goes in separate ways



DR. RAYMOND MEREDITH BELBIN
GREW UP IN UK

FATHER OF THE TEAM ROLES

- 
- The background is a solid blue gradient. In the corners, there are decorative white line art elements resembling circuit boards or neural networks, with lines and small circles connecting them.
- WHAT DID MEREDITH BELBIN?
 - WHAT IS THE CENTRAL POINT?
 - DO WE HAVE TO KNOW OUR TEAM?

WHAT ARE BELBIN'S TEAM ROLES?

Plant

Resource
Investigator

Coordinator

Shaper

Monitor/Ev
aluator

Team
worker

Implementer

Completer/
Finisher

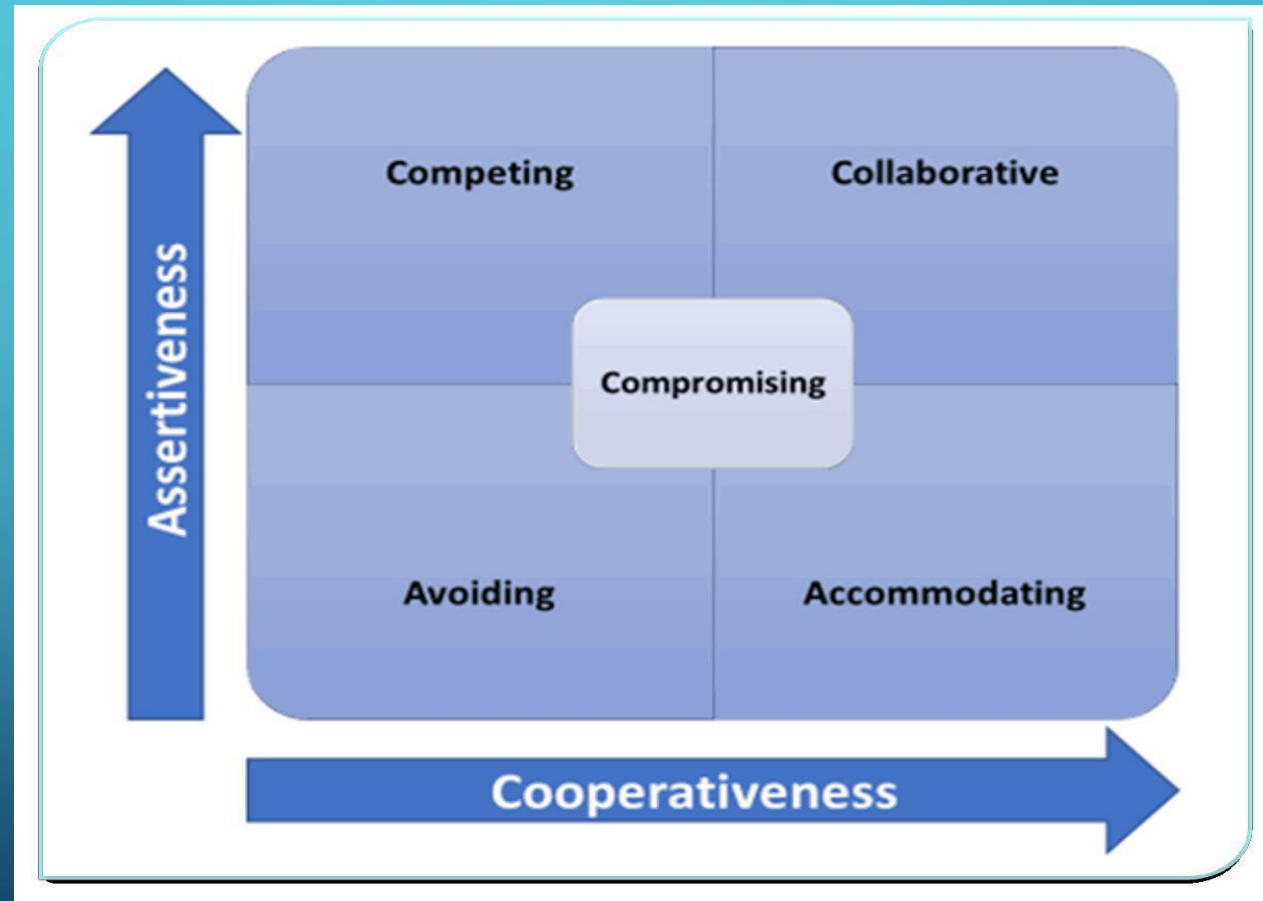
MANAGING CONFLICT



- PEOPLE ARE DIFFERENT
- BAD COMMUNICATION EQUAL CONFLICT
- HOW CAN WE MANAGE IT?

MANAGING CONFLICT

By Thomas-Killman Conflict Mode (1974)



MANAGING CONFLICT

- SOME CONFLICTS ARE GOOD
- EVERY TEAM MEMBER SHOULD : LISTEN,
ACKNOWLEDGE, DISCUSS, PUTT AN END TO
DIFFERENCES

A decorative graphic on the left side of the slide consisting of white and light blue lines and circles, resembling a circuit board or a stylized tree structure.

TUCKMAN THEORY

"DEVELOPMENTAL SEQUENCE IN SMALL GROUPS" PUBLISHED 1965

THE MODEL

1. Forming
2. Storming
3. Norming
4. Performing

Natural expectations

1. Form Group, Lead Group, Set Goals
2. Resistance, Internal conflict, Expectations
3. Resolution, Respect, Progress
4. Structure, Process, Performance

Model applications for successful team development

- 1. Lead your new team towards the unknown, set the objectives.
Rely on their need for social interaction amongst new colleagues.**
- 2. Set the tone create a robust standard, be clear and accurate whilst resolving an dispute.**
- 3. Monitor status of your team, support their progress and gain trust.**
- 4. Maintain solid processes the team are familiar with and maintain future performance.**

REFERENCES

- https://www.mindtools.com/pages/article/newLDR_86.htm
- <https://www.businessballs.com/team-management/tuckman-forming-storming-norming-performing-model/>
- https://en.wikipedia.org/wiki/Tuckman%27s_stages_of_group_development
- Rezvani, A., Barrett, R. and Khosravi, P., 2019. Investigating the relationships among team emotional intelligence, trust, conflict and team performance. Team Performance Management: An International Journal.

REFERENCES

- <https://toggl.com/stages-of-team-development/#:~:text=Each%20stage%20plays%20a%20vital,meets%20until%20the%20project%20ends.>
- Driskell, J.E., Salas, E. and Driskell, T., 2018. Foundations of teamwork and collaboration. American Psychologist, 73(4), p.334.
- Tripathy, M., 2018. Building quality teamwork to achieve excellence in business organizations. International research journal of management, IT and social sciences, 5(3), pp.1-7.

REFERENCES

- Leaderlikeu!byRobert Khan(2013)Thomas Kilmann[online video]Available at <https://www.youtube.com/watch?v=O4eObpGH3l0> [Accessed at: 04/08/2018]
- Innovativeteambuilding.co.uk.2020.Resolving Conflict in Work Teams|The Team Building Directory, [online] Available at: <http://www.innovativeteambuilding.co.uk/resolving-conflict-in-work-team> [Accessed 6 August 2020]
- Team roles-Meredith Belbin [online] available at : <https://www.businessballs.com/> >[Accessed 12 August 2020]
- Fenman Ltd, 2018. ‘ Meredith Belbin ‘, training journal, 2017, pp. 12-16