

Effective Team Working and Communication

- Effective Teamwork and Communication (BMSW4002)
- Group presentation
- Emmanuel Kisser (2123369)-Group Leader
- Portia Boateng Turkson (2122363)
- Yoanna Uzunova (2124312)
- Anthea Sarpong Coker (2124254)
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Module Name : Effective Team Working and Communication

Module Code : BMSW4002

Lecture Name: Balendran Kandasamy

BENEFITS OF TEAMWORK

- ▶ Teamwork
- ▶ Enhance personal growth
- ▶ Expanded creativity
- ▶ Better problem solving
- ▶ It improve motivation

(source: T. middleton,2022)

ELEMENTS OF EFFECTIVE TEAMWORK

- ▶ Communication
- ▶ Respect
- ▶ Commitment

ADVANTAGES OF TEAMWORK

- ▶ It build trust
- ▶ It improve morale
- ▶ It Advance the individual career
- ▶ It encourage innovation
- ▶ Improves communication skills

Disadvantages of teamwork

- Teamwork can encounter scheduling conflicts
- Team can divide unequally in a situation
- Some people may feel that their contribution is unwanted
- It creates more competition within the workplace
(source: L. Gaille, 2020)

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T. Middleton,(2022) *10 benefits of teamwork*. 1. Better problem solving. Albert Einstein gets all the credit for discovering the theory of relativity, but the truth is that he relied on conversations with friends and colleagues to refine his concept. And that's almost always the case. "Behind every genius is a team," says Murphy.

<https://www.atlassian.com/blog/teamwork/the-importance-of-teamwork>

Matthew Andrews and Stanley Smits. analyze the synergy between tacit knowledge exchanges and the effectiveness of teamwork in organizations. They suggest practical actions to improve this connection. Fouad Kazim . assesses the challenges faced by managers when . introducing digital transformation in their organizations. The findings

<https://www.ism.edu/images/ismdocs/ism-journal/ISM-Journ>

American Psychological Association. (2006, April 23). Groups Perform Better Than The Best Individuals At Solving Complex Problems. ScienceDaily. Retrieved July 5, 2022 from www.sciencedaily.com ...

<https://www.sciencedaily.com/releases/2006/04/060423191907.htm>

Louise Gaille,(2020)Teamwork creates more moments where individual members can cross-train one another to create new skills and strengths in time. This advantage makes it easier to integrate more people into different roles as the scope of a project allows.

<https://vittana.org/18-biggest-advantages-and-disadvantages-of-teamwork>

Stages of team development.

- Yoanna Uzunova (2124312)
- Group presentation
- Effective Teamwork and Communication (BMSW4002)
- Lecturer: Balendran Kandasamy



Teamworking-how to build a successful team



Communication



Active listening



Strong leadership



Clear goals and plans



Open Mind

The 5 stages of team development. Tuckman's theory.

This model was first developed by Bruce Tuckman (1965).

- Forming
- Storming
- Norming
- Performing
- Adjourning

Using the stages of team development



- The beginning of teamwork.
- Presentation of ideas, opinions, points of view.
- Everyone knows their role in the team.
- Full awareness of team norms, common vision of goals.
- The goals are achieved, the team splits up.

Advantages and disadvantages

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- How groups are formed and function.
- How to develop skills to lead and coach others.
- Strengthens the relationship among group members.
- It is difficult to maintain the stages one by one.
- Tuckman's model did not mention what would have happened if the storming stage did not end.

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Effective Teamwork and Communications

- ANTHEA COKER
- ID: 2124254
- Effective Teamwork And Communication
- TEAM ROLE
- Lecturer: Balendran Kandasamy

Benefits Of Team Role

- Determining what needs to get done
- Productivity is increased
- Staff has increased morale and momentum
- Successful team
- Less burn out
- Focus

Stages Of Team Role – Belbin's Theory

- The Thinkers Role – Shaper
- Thought Role – Plant
- Action Role – Implementer
- People – Coordinator
- The Monitor – Evaluator
- The Completer - Finisher

Team Role / Leadership

- Financial Responsibility
- Training And Development Of Staff
- Paperwork
- Feedback To Management
- Stock Handling

Managing Conflict In Team Role

- Psychological Assessment
- Reflection
- Visualization
- Encouragement
- Moral Support

Successful Team Development Role

ADVANTAGES

- Opportunities
- Enthusiastic
- Co operative
- Development
- Identify Talent

Successful Team Development ment Role

DISADVANTAGES

- Losing Interest
- Overly Expectant
- Optimistic
- Indecisiveness Leading To Confrontation
- Hesitant In Making Informed Decision
- Manipulation

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- <https://www.teamwork.com/blog/the-5-stages-of-team-development-what-you-need-to-know/>
- <https://www.belbin.com/about/belbin-team-roles>
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MANAGING CONFLICT

MODULE CODE :BMSW4002

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MANAGING CONFLICT

- CAUSES OF THE
CONFLICT
- DEALING WITH
CONFLICT EFFECTIVELY
- CONFLICT RESOLUTION
TECHNIQUES

CAUSES OF THE CONFLICT

- POOR MANAGEMENT
- UNFAIR TREATMENT
- UNCLEAR JOB ROLES
- POOR COMMUNICATION
- POOR WORK ENVIRONMENT



DEALING WITH CONFLICT EFFECTIVELY

- DON'T IGNORE CONFLICT - IT MAKES THINGS WORSE.
- CLARIFY WHAT THE PROBLEM IS.
- GATHER THE PARTICIPANTS IN THE CONFLICT.
- IDENTIFY THE SOLUTION.

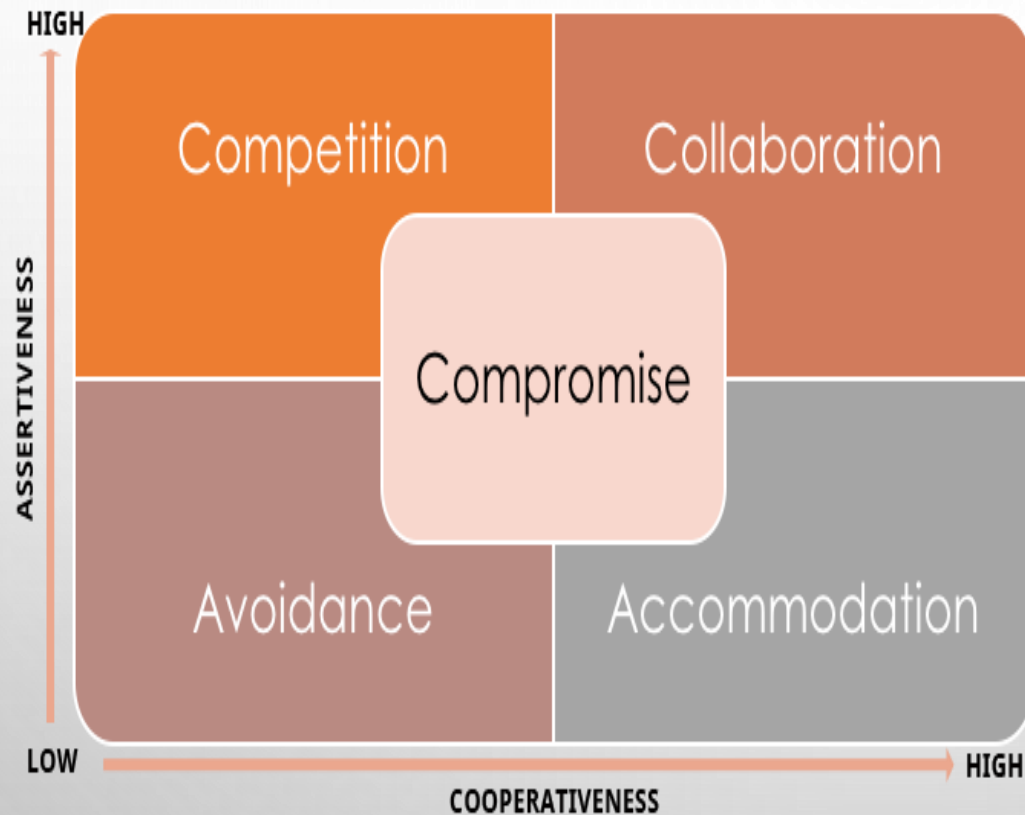
(SONYA KRAKAFF, NOT AVAILABLE)

(LACEY, 2000)

Conflict Resolution

Thomas-Kilmann Conflict Model





- **COMPETING** - high assertiveness and low cooperation
- **AVOIDING** - reflects passivity in reflecting conflict
- **ACCOMMODATING** - we sacrifice our own position to make the other party happy
- **COMPROMISING** - we approach conflict as compromise
- **COLLABORATING** - we reach a solution that both parties can benefit

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- CRIFFITH B.A. AND DUNHAM E.B. (16.02.2014) *WORKING IN TEAMS: MOVING FROM HIGH POTENTIAL TO HIGH PERFORMANCE* [**E**-BOOK] AVAILABLE AT:[HTTPS://EBOOKCENTRAL.PROQUEST.COM/LIB/TRINITY/READER.ACTION?DOCID=5165231&PPG=62](https://ebookcentral.proquest.com/lib/trinity/reader.action?docid=5165231&ppg=62)(ACCESSED 08.08.2022)
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Subject: Effective Team Working & Communication Lecturer: Balendran Kandasamy Subject Code: BSMW4002

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Successful Team Development

- **Compelling Direction**, if teams don't know what direction they're working toward and don't have clear goals, they can't be inspired.
 - **Strong Structure**, high-performing teams include members with balanced skills.
 - **Team Members From Diverse Background**, Consider a software design team in Santa Clara, California, that sends blocks of code to their counterparts in Bangalore, India, to be modified overnight.
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Advantages Of Successful Team Development

- **Higher Quality Decision**, higher quality decisions are often the result of several people sharing their opinions based on their personal life and professional experiences, which may provide a broader perspective on the issue at hand.
 - **Collective Responsibility**, Team performance is the sum of everyone's contributions to the team
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Disadvantages Of Successful Team Development

- **Groupthink**, team performance is the sum of everyone's contributions to the team.
 - **Team Work Load**, work teams can lead to excessive workloads because employees are required to participate in team action items in addition to their normal job responsibilities
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