

BMSW4002

Effective Teamwork & Communication

Lecturer name: Rita Ukachi-Lois



UNIVERSITY OF WALES
Trinity Saint David
LONDON



- ❖ Elena Angelica Dobriu (2011624)- Team Roles
- ❖ Diana Elena Boncu (2011100)- Benefits of team working (Group leader)
- ❖ Gabriela Maria (2008732)- Managing conflict
- ❖ Flaviu Morar (2011319)- Stages of team development
- ❖ Eugen Costin Draghici (2013425)- Successful team development

Table of content

- ✓ Introduction
- ✓ Company Overview
- ✓ Definition of Team and teamwork
- ✓ Benefits of teamwork
- ✓ Definition of team development
- ✓ Stages of Tuckman team development theory
- ✓ Definition of team roles
- ✓ Belbin's team roles theory
- ✓ Definition of managing conflict
- ✓ Thomas and Kilmann conflict management theory
- ✓ Definition of Successful development
- ✓ Ways of successful team development
- ✓ Conclusion
- ✓ Reference

Introduction

- ❖ Teamwork and communication are important for continuing growth.
- ❖ Discussing team and teamwork, benefits of teamwork.
- ❖ Stages of team development team roles, managing conflict.
- ❖ Clarasays the company is a business consultancy firm in London, and they provide management consultancy service.

Company Overview

[CLARASYS]

Clarasys is a business consultancy firm that is focused in doing the right thing for its client.

The organisation started its journey in 2010 and the office is in London.

Employees are treated and recognised according to their skills.

Provide service for management consultancy and other business consultancy. (Clarasys, 2021)

Definition of Team Roles



shutterstock.com · 181794881

- ✓ Team roles can be described as the interactions of team members.
- ✓ Within the team, different members played a different role and it is useful for competing for the task fully.
- ✓ Team is the gathering of many types of people and their roles are different according to their nature and work experience. (Group and Team Roles, 2021)

Belbin's team roles theory

When a team is performing its best, the team role can improve the performance.

Team Roles that they are most comfortable with, and this can change over time.

By using Belbin, individuals have a greater self-understanding of their strengths.

**Action-
oriented roles**

Shaper

Implementer

Complete-Finishers

People-oriented roles

Coordinator

**Team
worker**

**Resource
investigators**

Thought oriented roles



Definition of team

- ❖ A team is a group of the individual.
- ❖ All working together for a common purpose.
- ❖ The team is mainly working on any project or task.
(Understanding Team, 2021)



Benefits of teamwork

❖ **Foster creativity**

- ✓ Independent working circle make them creative.
- ✓ Teamwork helps brainstorming.

❖ **Encourage healthy risk-taking**

- ✓ More motivated to take risk.
- ✓ Risk are distributed among team members. (What is Teamwork, 2021)



together
everyone
achieves
more



Benefit of teamwork



❖ **Boost productivity**

- ✓ Task completed through teamwork can boost productivity.
- ✓ Teamwork can introduce new techniques and methods.

❖ **Better service**

- ✓ Advanced in teamwork can provide better service.
- ✓ Employees able to give innovative solution to any problems. (Sloan and Sloan, 2021)

Benefit of teamwork

❖ Build trust

- ✓ Employees are working within a team interact with each other.
- ✓ Effective team enjoys freedom and can share a strong bond. (Sandler Training, 2021).

❖ Boost morale and motivation

- ✓ Teamwork ensures accountability within the team and also motivates employees.
- ✓ By effective teamwork employees become more ethical and morale.

Definition of Managing Conflict

- ✓ Conflict management is the process of limiting the negative aspect of conflict.
- ✓ Increasing the positive aspect of the conflict.
- ✓ Aim of conflict management is enhance learning and productive outcomes. (A List of Conflict Management, 2021)



Thomas and Kilmann conflict management theory

Competing

- ✓ This is assistive and non-cooperative.
- ✓ Only one concern of the cost of other concern.
- ✓ This is a power-oriented mode and uses in many organizations. (5 Conflict Management Styles, 2021)

Accommodating

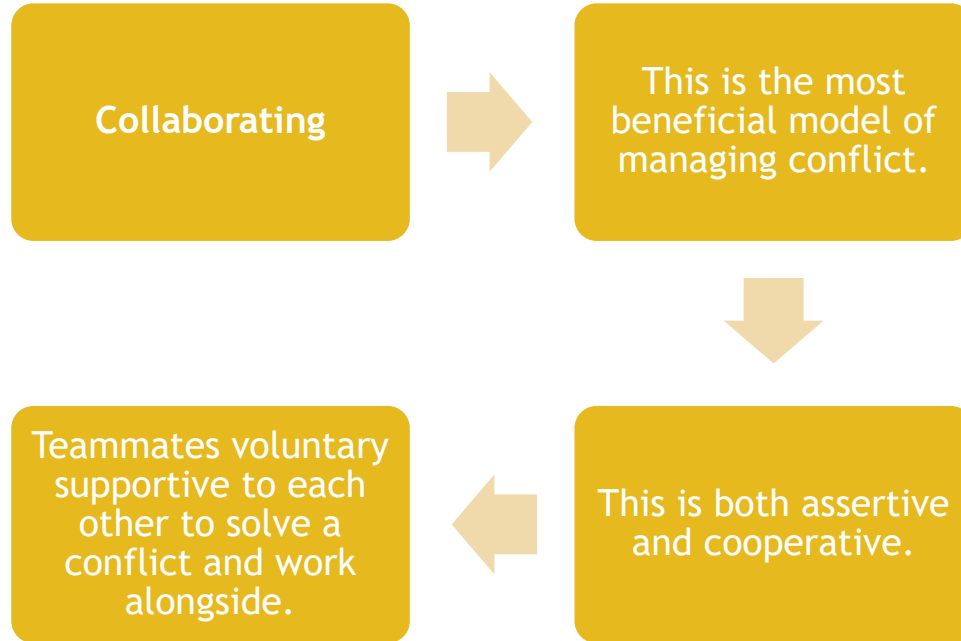
- ✓ This mode is both assertive and cooperative.
- ✓ It is the opposite of competing.
- ✓ Individual neglect their problems and others.

Thomas and Kilmann conflict management theory

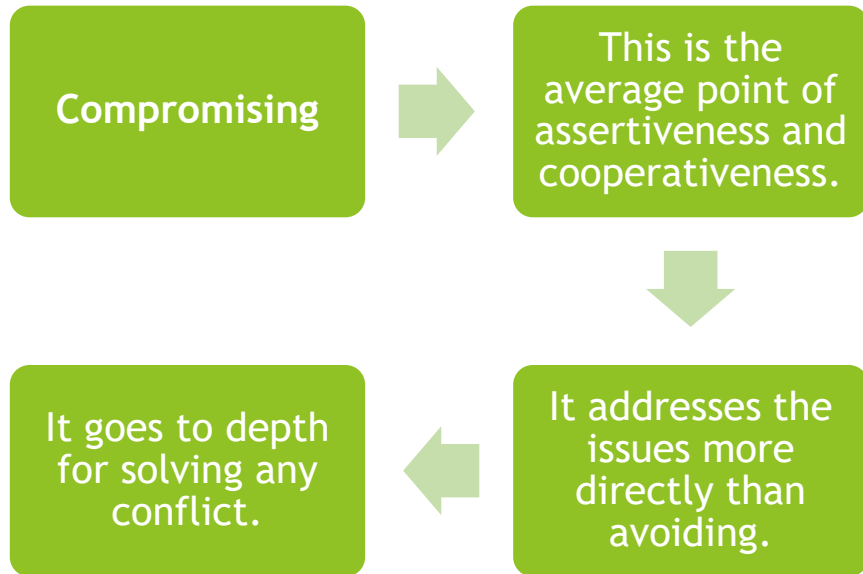
Avoiding

- ✓ This mode is both unassertive and uncooperative.
- ✓ Individuals want neither to address their problems nor solve other problems.
- ✓ Ultimately means do not want to engage in any conflict.
- ✓ In Clarasys when it is a matter of professional dilemma or anything like that team members like to avoid those problems (5 Conflict Management Styles, 2021).

Thomas and Kilmann conflict management theory



Thomas and Kilmann conflict management theory



Definition of team Development

- ❖ Creating a captivating atmosphere by encouraging co-operation.
- ❖ Main building block of team development is building trust and a strong bond.
- ❖ Team development is important for accomplishing a creative task.
- ❖ Team development is also important for creating value. (What is Team Development and, 2021)



Tuckman Team Development

Forming stage

- ✓ This stage is deal with the formation of the team.
- ✓ Here the necessity of the formation of the team has been analysed. (Tutorialspoint, 2021).

Storming stage

- ✓ Here the conflict and competition within the team have been marked
- ✓ Conflict and problem can be dissolved by counseling and motivating team members. (Tutorialspoint, 2021).

Tuckman Team Development

Norming



Here the problems that are created in the storming stage have been solved.



Members feel an increased sense of comfort and work for the benefit of the team. (Using the Stages of Team Development, 2021).

Tuckman team development

Performing

- ✓ Team members are feeling satisfied with the team progress.
- ✓ Performance for the team project has been conducted.
- ✓ Team members are aware of their strengths and weaknesses and perform their task according to that.



Tuckman Team Development

Termination

- ✓ After finishing the task the team has been abolished .
- ✓ The competency and quality of the project have been measured here.
- ✓ A farewell ceremony has been conducted for a happy ending.

Definition of Successful development



- ✓ A successful team can be referred to as the team that able to conduct the teamwork successfully.
- ✓ Complete the project with much productivity.
- ✓ The result of a successful team is more productivity with less resource and investment.

Ways of successful team development

A clear sense of direction

Clear responsibilities

Constructive interpersonal relationship

Active reinforcement system

Conclusion

- ❖ Team development and communication both is effective tool for managing any project .
- ❖ The conflict should be solved precisely .
- ❖ Both external and internal issues of the conflict must be identifying properly.
- ❖ The success of any organisation is depending on proper team management.



Reference

- Clarasys. (2021) 'Clarasys' - *Business consultant in London.*
- Duverge, G. (2021) 'Fostering Creativity in the Workplace.' *Touro University Worldwide.*
- Hr.mit.edu. (2021) 'Using the Stages of Team Development' | *MIT Human Resources.*
- Managementstudyguide.com. (2021) 'Understanding Team' - *What is a Team ?.*
- Sandler Training. (2021) '6 Ways Teamwork Teaches Trust' | *Sandler Training.*
- Simplilearn.com. (2021) 'What is Team Development and its 5 Stages [Explained]?'
- Sloan, K. and Sloan, K (2021) '5 Ways Teamwork Increases Work Productivity' - *Calendar. Calendar.*
- The Happy Manager. (2021) 'What is Teamwork?' | *Something worth building!.*

Reference

- Tutorialspoint.com. (2021) 'Five Stage Model of Group Development' - Tutorialspoint.
- Actiondays.co.uk. (2021) 'Belbin Team Roles Definition and Theory Explained.'
- Courses.lumenlearning.com. (2021) 'Building Successful Teams '| *Boundless Management*.
- Ifm.eng.cam.ac.uk. (2021)' Belbin's team roles.'
- Mindtools.com. (2021)' Belbin's Team Roles: How Understanding Team Roles Can Improve Team Performance.'
- Skillsyounneed.com. (2021) 'Group and Team Roles' | *SkillsYouNeed*.
- Sourcesofinsight.com. (2021) '5 Conflict Management Styles at a Glance.'
- Talk, T. and Development, 7. (2021) '7 Components of Successful Team Development. Talent Management Talk.'
- The Balance Careers. (2021) 'A-List of Conflict Management Skills With Examples.'