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THE KEY POINTS FOR A SUCCESSFUL TEAM WORKING

MODULE: Effective Team Working and Communication, BMWS4002.

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SUCCESSFUL TEAM WORKING

for AMAZON



1. THE BENEFITS OF TEAM WORKING.

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2. TEAM DEVELOPMENT.

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3. TEAM ROLES.

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4. MANAGEMENT OF CONFLICT.

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5. SUCCESFUL TEAM DEVELOPMENT

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THE BENEFITS OF TEAM WORKING

WHAT IS A TEAM?

“Group of people who work together to achieve same purposes or goals.”

**Together
Everyone
Achieves
More**

A team is a group of people that work together to achieve same goals and collaborate between them to accomplish specific duties.



THE BENEFITS

- ❑ IT INCREASES PRODUCTIVITY.
- ❑ STABLISHES STRONG RELATIONSHIPS.
- ❑ PROVIDES SUPPORT NETWORK.
- ❑ ALLOWS FLEXIBILITY.
- ❑ ENCOURAGES INNOVATION.
- ❑ ADVANCES THE INDIVIDUAL CAREERS.
- ❑ IMPROVES MORALE.
- ❑ PROMOTES SYNERGY.
- ❑ ATTRACTS TALENT.

(UWTSD Moodle, 2020.)

The main reasons why it is good to work as a Team are:

1. Working as a team in Amazon the company as it has acquired a variety of benefits. Such the increases of the productivity. The reason is because all the workload is shared between the members equally.

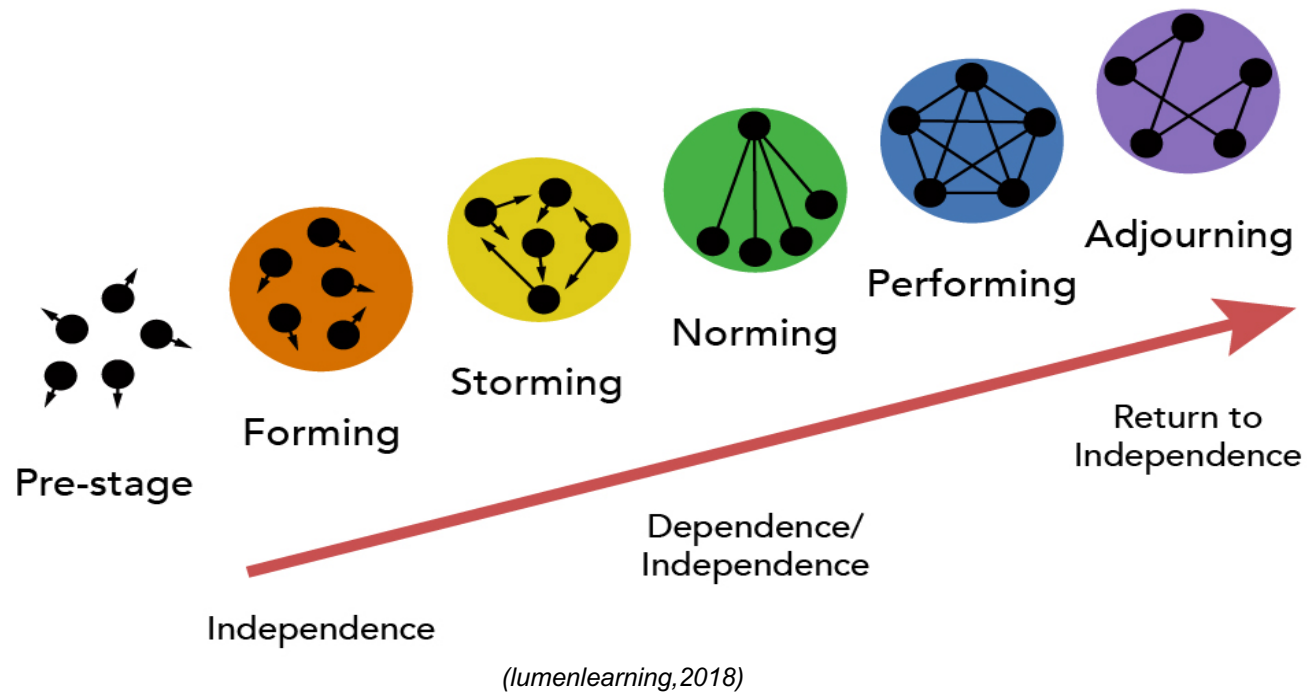
2. The team members have created a network support between them. This helps them to keep focused in the objective and will complete projects more efficiently. By this method the stress will not be workload and the members will avoid confusing and will avoid making bad and costly decisions.
3. Team have more courage at the time of create, innovate and finding practical solutions. In a workplace a true said is that two heads are better than one.
4. When a group works as a team and the workload is shared and everyone is collaborating, the members will feel good and confident. Same time while completing their duties and reach their objective that they would not achieve if working individually.
5. Collaboration have more value than competition.
If a company cater to the needs of their future employees by creating a culture company, people will want to be part of it. It will retain top talent.
6. Co-workers develop strong relationships so they will communicate more freely and openly. As well this will help employees to encourage and motivate to work in their strengths and talents. That is the key to reach the success of any organisation. Being part of a team allows to the members-built trust and share a strong bond with each other create .
7. Environment where they feel comfortable and confident.
8. When you work in a team where all the team members collaborate and are cross trained, they will be available to cover the work of each other. This means there is a benefit or a more flexibility at the work schedule. Flexible working is important because help to improve productivity and develop a better work life balance for employees.
9. When you work in a team you are exposed to other skill sets. By this way you learn from other people and expands your own skill set.
10. Synergy is the combined power of a group of things when they are working together. That is greater than the total power achieved by each working separately.

TEAM DEVELOPMENT

- Team development creates a good atmosphere encouraging members of the same team building trust and co-operation.

I am explaining about “Stages of Team Development”. Based in Bruce Tuckman’s theory in an article at “Developmental Sequence in Small Groups” published in 1965. By this year there were just the four first stages. The fifth one “adjourning” was added later.

STAGES OF TEAM DEVELOPMENT



1. Forming – In this first stage is when members are very polite to each other. Motivated about the future tasks. Excited of the new scenario of work, as they are not completely aware of what work the team will have to develop. They are probably anxious about working on a new project with different people who with they have had preceding interaction. This period lasts longer as each one

tries to know their new colleagues. The components of the team might be asked to follow some guidelines and boundaries proposed by the leader.

2. Storming – This second stage, is when many teams fail because of different reasons. All of them occurs after a conflict between team members' way of thinking and behaviour. Some member wants more power and control, while others want to fulfil their tasks. Some others tend to be unfriendly. Working in a new project with different or not well-known colleagues with different ways to work, backgrounds, and way to think can a frustrating experience for some of them. The members will probably feel pushed to their extreme, workload. The fact they are rarely close one to each other, they are not always supported by the established process of their new tasks.

3. Norming – This third stage is when the members are realizing how to work with each other. They are aware of their tasks. They respect everyone in their different roles. They are no longer resistant to the leader or other's ideas. And their differences are settled down. Knowing better each other, the members are more opened to ask for help, expressing positive and constructive feedback. As a team, they are focused on the same goals. However, the team may face the same conflicts in the storming stage if or when new tasks come up.

4. Performing – Although some remaining group conflicts still take place. The team members should be more productive, healthier and supportive to each other, and working as a single unit. At this stage, people joining or leaving the team will not prejudice the project performance. The leader feels more comfortable to delegate other tasks and you can concentrate effectively on these as well.

5. Adjourning – As project teams exist for a fixed period, this fifth stage is the final one of Tuckman's theory. There is a recognition for their performance as a team. Some colleagues may find difficult the break off the routine installed so far, as they developed efficiently working relationships.

TEAM ROLES

“A team is not a bunch of people with job titles, but a congregation of individuals, each of whom has a role.”

- Meredith Belbin

It is important to know the values of each individual inside a team. It is also important to understand that there exists different personalities and behaviours which composes teams or groups of people. As Amazon is one of the biggest companies and has lots of members divided between a lot of different sectors, such as people or teams who work at administration, producers, drivers,

leaders or IT engineers (as it is an e-commerce-based business) as example. Different purposes and goals to achieve at the end of the day. This is one of the reasons 'team roles' also exists.

Meredith Belbin was a professor at Oxford College who was famous because of his management teamwork research. Belbin described 'teams' as individuals who behaved and interrelate in a similar way.

Belbin created a table to demonstrate and analyse the different personalities or 'roles' there are inside a team to work effectively. That is called 'The Nine Belbin's Team Roles'. Believed that his theory for Team Roles was important for the team building.

THE NINE BELBIN'S TEAM ROLES



- ❑ **Action based:** The Sharper, The Completer/Finisher and The Implementer.
- ❑ **Thinking based:** The Monitor Evaluator, The Specialist, The Plant.
- ❑ **People based:** The Team Worker, The Resource Investigator, The Coordinator.

In the 'Nine Belbin's Team roles' there are 3 types of sections which roles are based.

1. The action based describes those who carry the tasks on mind with a willing to finish them either properly, quickly or organised. Here we find The Sharper, someone who pushes their team to achieve their goals. We also find the Completer/Finisher. Who is

someone who wants to carry their tasks properly in an old-fashioned way. And as last of Action based, we have The Implementer. The one who is efficient and loyal to the company. As action-based teams in Amazon you can find delivery staff for example.

2. The second one is Thinking based. Those who come up and like new ideas. In this type of role we find The Specialists. Likes to do its researches deep way. We also find The Plants who is someone who always comes up with new ideas on their mind. As last we find The Monitor/Evaluator the who uses analytical thinking. As thinking-based teams in Amazon you can find people who works in management positions.

3. As last section we have the People based. Individuals who are establishing new relationship between individuals from inside or outside their teams . In this section we find The Resourcer/ Investigator. Someone who seeks for new opportunities. Secondly we find the Team Worker, who are more internal communicators with extrovert attitudes.

As this last section we can find teams-based working in Human Resources or Research.

Team roles are important for Amazon and any other business as it helps to carry and develop trust between individuals to work for same goals and reach them.

MANAGEMENT OF CONFLICT

Situations where conflict arises are frequently seen at workplaces and teams.

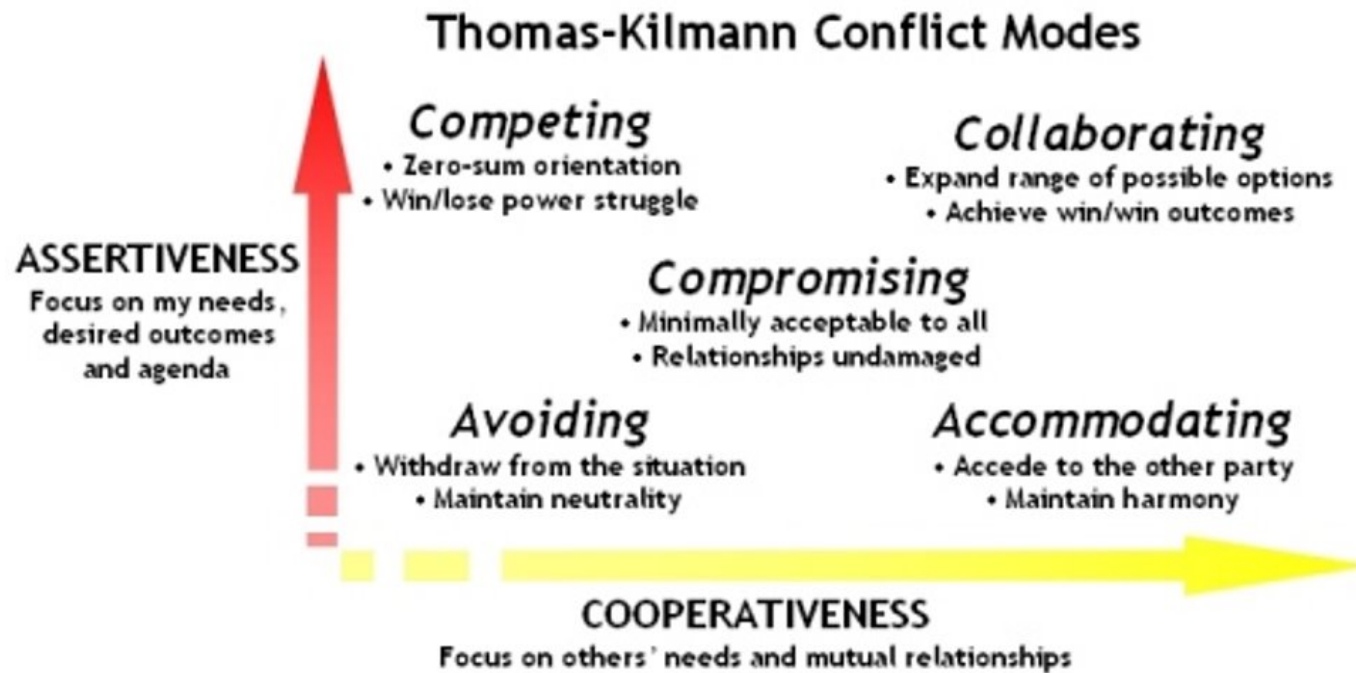


Management of conflict is essential in teamwork because the dynamics of the group situations will likely occur that require reaching a common ground where both sides leave feeling satisfied. The management of conflict has its critical stages. During a conflict

situation, one must be assertive and cooperative as a part of their plan of action. So by obtaining these skills or whether they come naturally. It will likely address everyone's concerns.

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THE THOMAS AND KILLSMAN'S MANAGEMENT OF CONFLICT THEORY



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The model consists of five different stages that are broken down into two courses of action. Such as assertiveness and cooperation. This two-course of action is high at one end and low on the other end of the spectrum.

1. To illustrate the first stage is avoiding. It falls at the low end of the assertiveness and cooperation axis. In this stage of managing conflict goal is to avoid conflict and more often no one is satisfied.

2. The next stage is competing which falls on the axis that is high in assertiveness and low in cooperation. Or in other words, when using this strategy to manage conflict, one party wins at the other person's expense.

3. The next stage is accommodating. This stage falls at the axis that is high in cooperation and low in assertiveness. What this means is that one person's needs are considered over the other persons. It is a win-lose situation.

4. Compromised is the middle stage. In this phase, assertiveness and cooperation are equal. This means both parties are somewhat satisfied when managing conflict.

5. Next is collaboration. The collaboration stage falls on the axis that is high on assertiveness and high cooperation.

According to the model, this is considered the ideal situation for a positive outcome in managing conflict (Altmae and Toomet, 2013).

SUCCESSFUL TEAM DEVELOPMENT

- **“ Good communication, trust and teamwork will lead to professional development and good motivation. The aim of the team is to become greater than the sum of its individual members.”**

(NYTIMES,2019)

Working for a big company such as Amazon requires a lot of personal and professional performance. Good communication and trust in your teamworking will lead to professional development and motivation. I consider that the aim of a company like Amazon is to become greater as team than the sum of its individual members.

STEPS TO FOLLOW FOR A SUCCESSFUL TEAM DEVELOPMENT

- ☐ TAKE RESPONSIBILITY
- ☐ SHARE INFORMATION
- ☐ HAVE COMMON GOALS
- ☐ DEVELOP TRUST
- ☐ ADAPT TO CHANGES
- ☐ SOCIALISE



By following the next steps I have outlined above the team can develop into a highly effective and successful team in Amazon.

1 RESPONSIBILITY. Teamwork is the integrated effort of a group of people to carry out a project. In order to get successful development Amazon may consider a few steps like these. Good communication. The responsibility of each member for their task. Flexibility. Know strengths and weakness to give the best performance possible.

2 COMMON GOALS. Define a common goal and make sure all team members understand what the final goal is. For this company a good communication is essential between team members who work towards a common goal. Every member is different and sometimes they might need to work independently (from home). They might have different ways of working but the most important thing is understanding the final goal.

3 DEALING WITH CHANGE. Successful team development relies on teammates being able to adapt to change. If any member of the team is unhappy or hasn't got the resources or ability to reach the goal it is important to change operating systems. Good communication allows a successful team to adapt to the needs of the team and use the strengths of each member to reach their goal.

4 SHARING INFORMATION. The team needs to cooperate and share information between themselves. They need to support each other and use the best ideas from the group in order to succeed. Sharing ideas and information also creates a good working environment.

5 DEALING WITH CONFLICT. Can take several forms but when it occurs it must be resolved quickly. The team leader must to establish clear processes and structures to avoid conflict. Build trust and good relationships between team members.

6 DEVELOPING TRUST. The success of this team relies on developing trust between members and also the team leader. If teammates and the leader all trust each other. Team will feel comfortable and will have a greater chance of successfully completing the task.

7 SOCIALIZING

Often team members don't know each other well when the team is formed. Socializing outside of work can help to build good relationships. Good communication and trust.



In conclusion, for a team which works well together, no matter what challenges the team faces, the key to succeed relies on trust, commitment and communication between its members.



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Thanks!

Any questions?

