

Effective Team Working and Communication

BMSW4002(ETW)

GROUP 1 TEAM 2



ORANGE CONSULTANT`S

- **INTRODUCING TEAM WORKING PLAN**
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CONTENT PAGE

- **Benefits of team working – Hannah**
- **Stages of team development – Rejoice**
- **Team Roles – Violeta**
- **Managing Conflict – Maryam**
- **Successful Team Development - Sophia**

INTRODUCTION

- In this presentation, we will explain to you our plan to introduce **teamwork** into your organization.
- We will also out light the successful steps that you need to follow to achieve this.

BENEFIST OF TEAM WORKING

- A team has an important role to play in both our professional as well as our personal lives .It creates positive coaction and increase necessary life experience
- .Team can be found everywhere such as in student team, school, collages, companies
- or task forces.

BENEFITS OF A TEAM ROLE:

- * Productivity increase.
- * Achieving success
- * Increased knowledge and experience.

Hannah

ADVANTAGES AND DISADVANTAGES OF TEAM WORKING

■ ADVANTAGES:

- * Introduce creative learning
- *Build trust
- *Create a pool of resources gathered from different people.
- *Help to continue the work in the absence of a member..
- * Make it easy to solve problems.

DISADVANTAGES:

- * Conflict
- *Missed deadlines
- *poor communication

Hannah

HOW DOES TEAM DEVELOPMENT HELPS.

- *Forming: helps in building relationship.
- *Storming: helps in improving communication.
- * Norming: builds team sprit.
- *Performing :encourages proactive work.

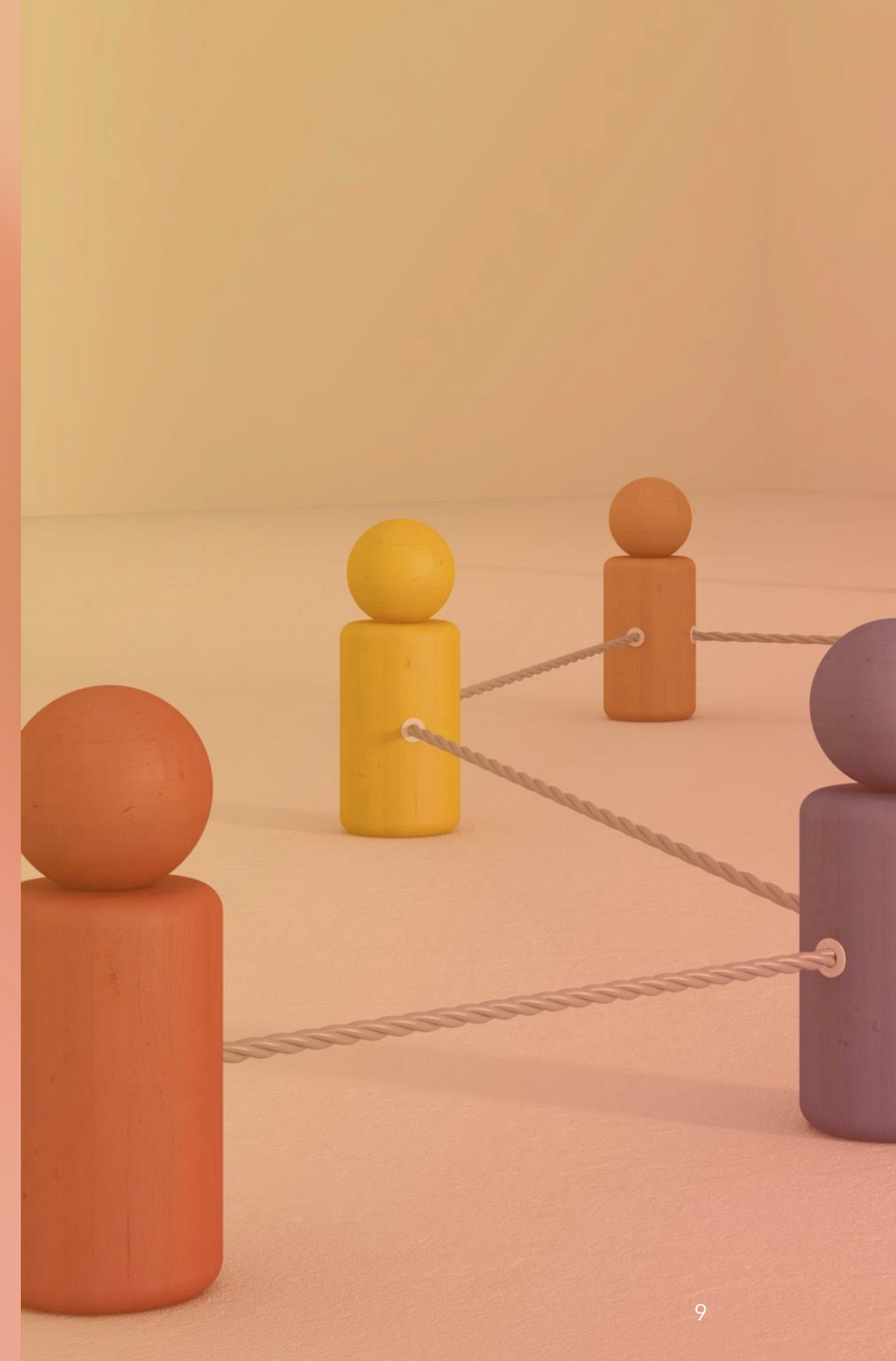
MANAGING CONFLICT

- * Understanding the expectation of superiors.
- * Arrange an agenda for each meeting
- * Recognised areas of agreement and disagreement

Hannah

Stages of team development

- The stages of development were discovered by Bruce Tuckman (1965, 1977)
- He introduced 5 stages of team development referred to as forming, storming, norming, performing and adjourning
- This stages of team development model created by Tuckman was accepted as framework model.



Forming

"Involves the introduction of group members exploring acceptable group behavior and the evolution of individuals to group status" (Tuckman, 1965).

During this time is also when teams would do the following:

weigh out the team members skills and get a view of what role in the team would be more suitable for a particular position.

Take notes of the important dates.

Might face issues with outgoing and domineering characters.

This stage is the most important part of the team forming.

Storming

- During this stage, team members would usually share ideas as everyone has a different way of working. There could be more than one person wanting to go for a particular for example, to be a group leader this could cause a storming phase.

- For example, a stage of storming could be people delegating roles and unto other members who may not have agreed.

Norming

- By this time in the team development stage, teams should have understood how to work with one and other. The responsibilities placed on one another should be clear, everyone in the team should know what their roles are and everyone in the team should have the same goals in order to achieve the same goal.

- By this stage the conflicts amongst teams would have settled and and co-operation amongst team member improves.

Performing

- In the last stage of team development which is the performing. During this time teamwork would be achieved, roles are flexible and fully supported as team member would aim to help one another in order to gain the best possible outcome.

The need of external leadership e.g. teachers at this point would be minimized as the team would have learned to self-manages

"The performing stage of group development is characterized by the group's increased capacity for problem solving and implementation of changes that lead to task accomplishment. within the group are stable and group members tend to understand and focus on expectations." (Tuckman, 1965).

Adjourning



Was only added into the stages of team development in 1977.



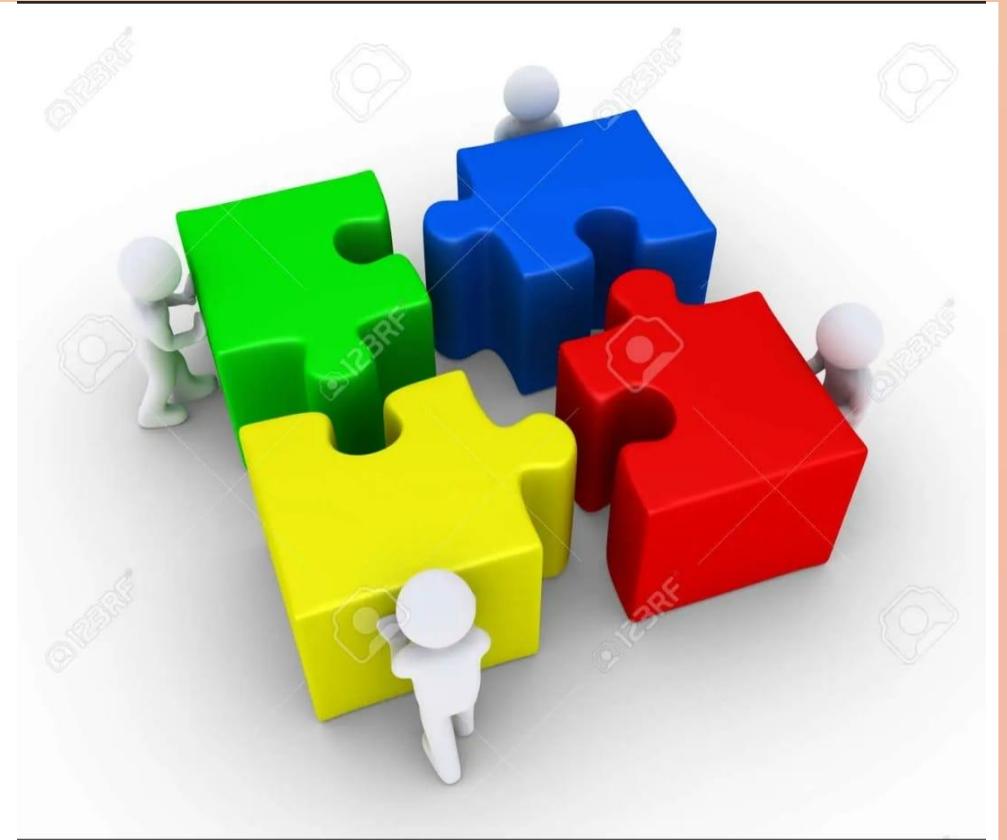
- At the end of the project the team would ideally set up an online meeting where they discuss how they think the project went, the success to the frustration. For example, a way of doing this would be by asking every member of the team to note the strengths/positives and the weaknesses/negatives and proceed to make a documentation of it.

TEAM ROLES

- "The essence of the team is shared commitment.
- This kind of commitment requires a purpose in which team members can believe"
- Katzembach and Smith (2005)

BEING A TEAM

T – OGETHER
E – VERIOANE
A – CHIEVES
M – ORE



Violeta

TEAM ROLE THEORY

- The Shaper – Natural Leader**
- The Resource Investigator - Explore Outside Opportunities**
- The Plant – Brings New Ideas and Approaches**
- The Monitor/Evaluator - Analyzes the Option**
- The Implementer – Put Ideas in Actions**
- The Specialist – Provide Specialized Skills**
- The Team Worker – Encourages Cooperation**
- The Coordinator – Acts as a chairperson**
- The Completer/Finisher - Ensure thorough timely Completion**



Violeta

The 9 Belbin Team Roles

The 9 Belbin Team Roles are:

Action	Social	Thinking
Completer Finisher	Co-ordinator	Monitor Evaluator
		
Implementer	Resource Investigator	Plant
		
Shaper	Teamworker	Specialist
		

Violeta

Advantages and Allowable Weaknesses

Team Role		Contribution	Allowable Weaknesses
Plant		Creative, imaginative, free-thinking. Generates ideas and solves difficult problems.	Ignores incidentals. Too preoccupied to communicate effectively.
Resource Investigator		Outgoing, enthusiastic, communicative. Explores opportunities and develops contacts.	Over-optimistic. Loses interest once initial enthusiasm has passed.
Co-ordinator		Mature, confident, identifies talent. Clarifies goals. Delegates effectively.	Can be seen as manipulative. Offloads own share of the work.
Shaper		Challenging, dynamic, thrives on pressure. Has the drive and courage to overcome obstacles.	Prone to provocation. Offends people's feelings.
Monitor Evaluator		Sober, strategic and discerning. Sees all options and judges accurately.	Lacks drive and ability to inspire others. Can be overly critical.
Teamworker		Co-operative, perceptive and diplomatic. Listens and averts friction.	Indecisive in crunch situations. Avoids confrontation.
Implementer		Practical, reliable, efficient. Turns ideas into actions and organises work that needs to be done.	Somewhat inflexible. Slow to respond to new possibilities.
Completer Finisher		Painstaking, conscientious, anxious. Searches out errors. Polishes and perfects.	Inclined to worry unduly. Reluctant to delegate.
Specialist		Single-minded, self-starting, dedicated. Provides knowledge and skills in rare supply.	Contributes only on a narrow front. Dwells on technicalities.

Figure 7: Belbin Team Role

MANAGING CONFLICT

A photograph of three chess pieces on a reflective surface. In the center is a tall, clear glass king piece with a cross-shaped finial. To its left is a smaller, clear glass pawn piece. To its right is a silver-colored pawn piece. The pieces are reflected on the surface below them. The background is a soft, out-of-focus gradient of light colors.

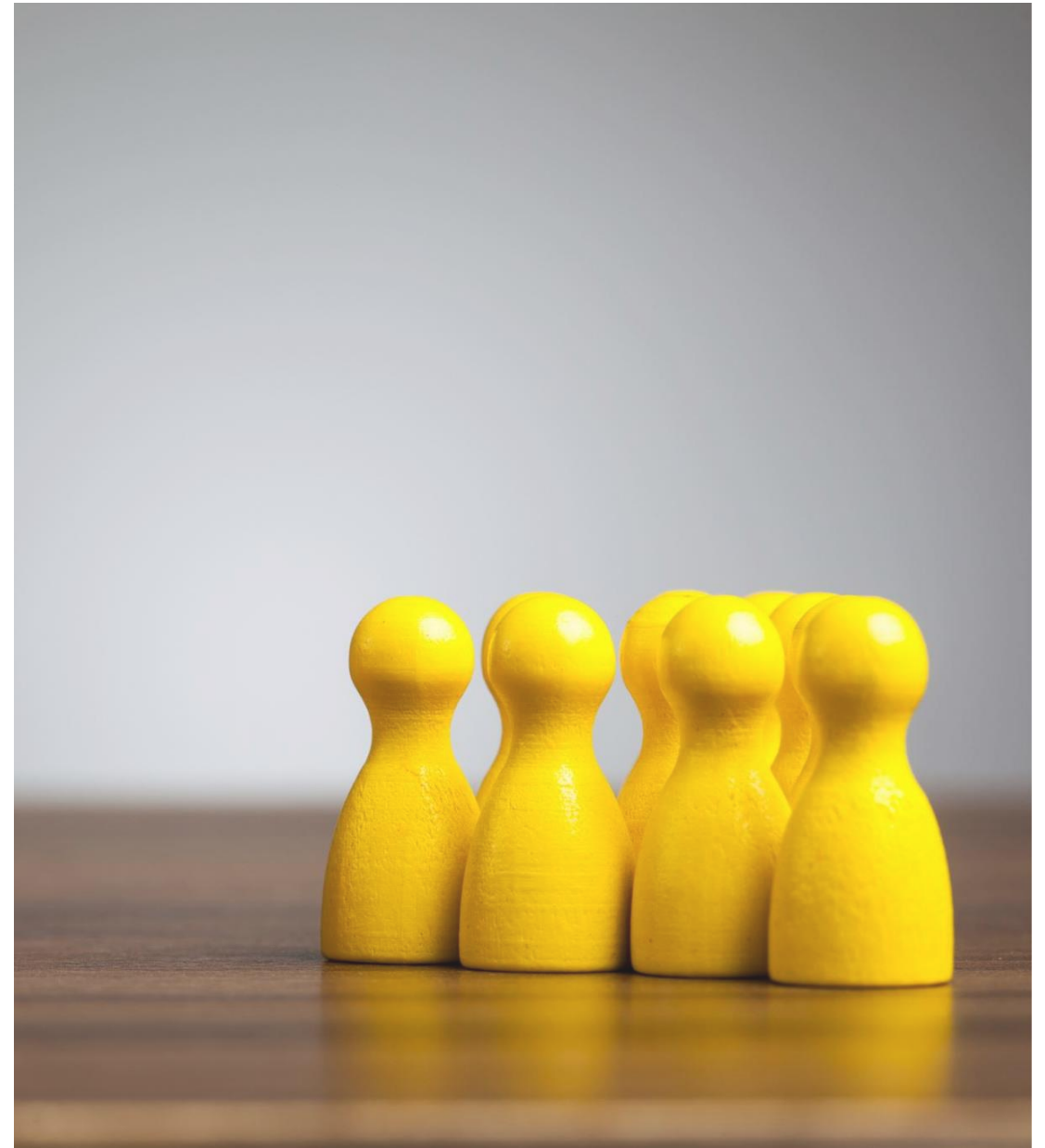
WHAT IS MANAGING CONFLICT

• Managing conflict is whereby negative aspects of conflicts are limited in a group teamwork.

Enhancing the positive aspects of conflict helps the set of group work together and enhances understanding each other.

HOW TO MANAGE CONFLICT IN TEAMWORK

. There are different ways to avoid conflicts in a team. For example, planning. For a team to work together, it is better to plan and write down what is meant to do. This promotes team building and cooperation. when the plan is contributed and shared, everyone in the group knows what his/her responsibilities are. At the end, this limits conflicts in a team.



IMPORTANCE OF CONFLICT MANAGEMENT

- A well-managed team has an effective way of communicating. For example, when the team leader or the manager has a good understanding of managing conflicts in a team, the team members are not afraid to agree and disagree each other's opinions and how they view the work. They are not afraid to question and challenge each other. At the end, this leads to making the right decisions for the team.



ADVANTAGES AND DISADVANTAGES OF CONFLICT MANAGEMENT

ADVANTAGES	DISADVANTAGES
Healthy relationship and commitment in the team.	Lack of understanding each other.
Problem-solving	Lack of time management.
	Emotional stress can also be a cause of conflict in a team.
Personal growth and insights.	Project failure can lead to a conflict in a team.
Learning new skills.	Decreased productivity.

Maryam

A successful team development

- Sophia



What is a team development?

- "A team development are special challenges to a group of people to work together successfully by using each development stage".



Sophia

What makes a successful teamwork?

- A good teamwork is possible when team members have positive attitudes and remain willing to find solutions to problems. Active members of the team who cares about its success often display attitudes, and their energy and enthusiasm have the power to encourage others around them.



Sophia

How to work effectively as a team?

- Be transparent and honest.
- - Always respect your colleagues.
- - Accept the right to make mistakes.
- - Do not let the situation deteriorate.
- - Offer your help and solutions.
- - Do not isolate yourself if you are in trouble.

Sophia

Advantages and disadvantages of team development

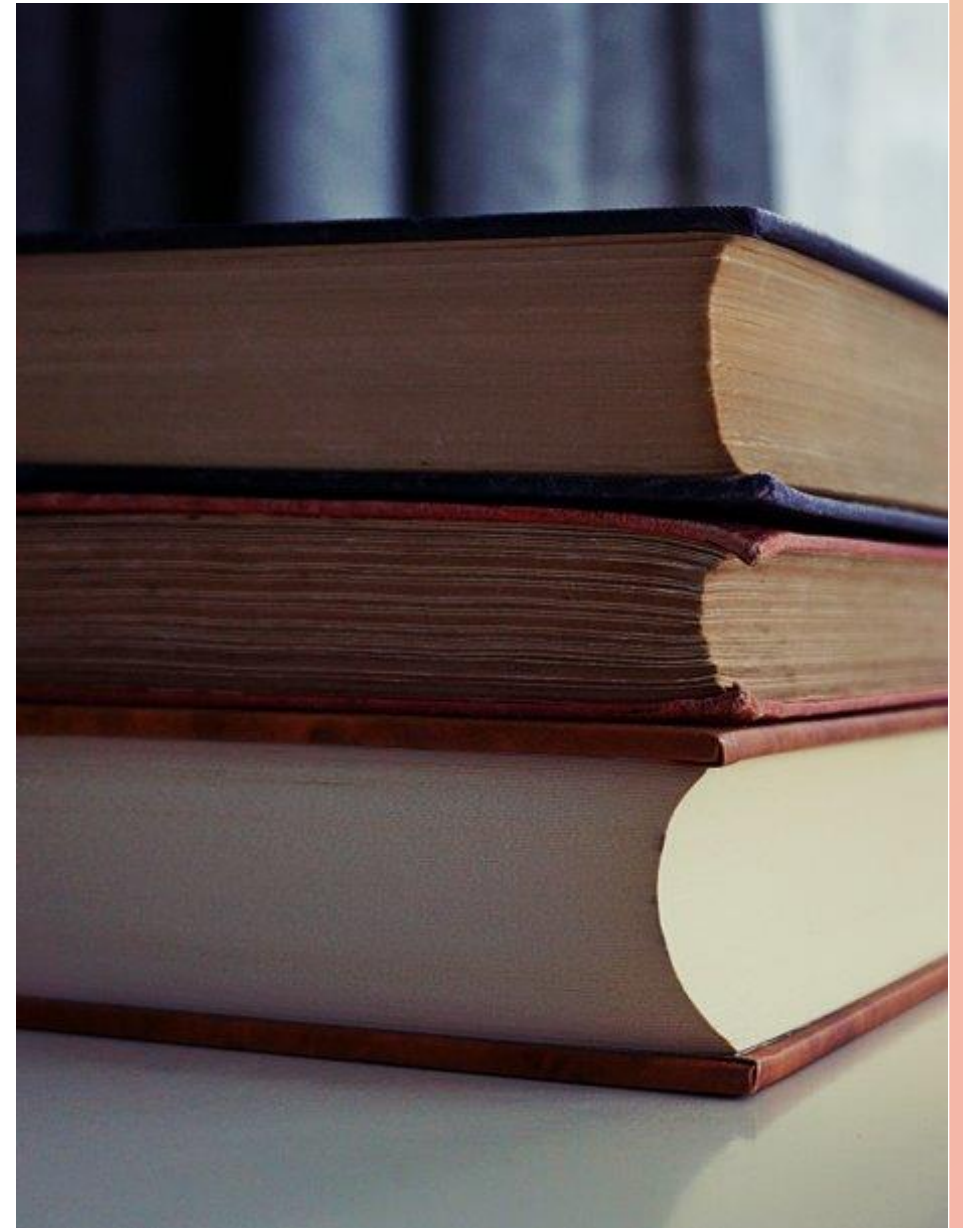
Advantages	Disadvantages
- Respect - Trust - Responsibility - Improve Mental Health - increase the confidence level - Encourage creativity - Increase Motivation - Increase Productivity	- Lack of Innovation - Pressure leads some workers to suppress their ideas. - Not everyone enjoys team building activities - Not everyone can participate in team-building activities - Intergroup conflicts Sophia

Conclusion

- Having said all the above, we also as a team have experienced the stages of development, manage our conflicts, benefit from our work and we concluded that communication is the key.
- However, we are confident about our successful development.
- "A TEAM WORK MAKES THE DREAM WORK!".

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**THANK YOU
FOR
YOUR
ATTENTION!
ANY QUESTIONS?**