

EFFECTIVE TEAM
WORKING AND
COMMUNICATION
(BMSW4002_LON)

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1. Benefits of team working

- Increase in productivity
- Increase innovation
- Engage employees
- Exceed the obstacles

Increase in productivity



Increase in
productivity in
the task



Individuals are
added with
various talents
and skills



The productivity of
the team improves
because of the
effective
communication
among the
members



Effective
teamwork also
enable the
members to
motivate
themselves

Increase innovation

- Employees are engaged in activities to communicate the ideas
- This enables the team to work on their innovative skills and reach out to the target
- Innovation is the main factor that makes the team responsible for the increase in productivity



Engage employees

Increase	Increase their socialization practice
Discuss	Openly discuss topics in the team
Execute	Execute coordination in the teamwork



Improves the
obstacles

Challenges in the path to success

Individual power strength develops and forms the overall strength of the team

Motivation from every member of the team ensures the quality of the performance in the task

Different people pursue the ability to tackle the situation differently





2.STAGE OF TEAM DEVELOPMENT

- FORMING
- STORMING
- NORMING
- PERFORMING



FORMING

- KNOWING EACH OTHER
- POLITENESS AMONG MEMBERS
- EXCITEMENT
- TEAM OBJECTIVES



STORMING

- CONFLICTS WILL OCCUR
- LACK OF TRUST
- RESPONSABILITIES WILL BE AVOIDED
- AUTHORITY REINSTALLED BY TEAM LIDER



NORMING

TOLERANCE

CO-OPERATION BETWEEN MEMBERS

EVERYONE WILL CONCENTRATE ON COMMON GOALS

PROGRESSION

PERFORMING

TEAM MATURITY

NO CONFLICTS

ACHIEVING MAIN GOAL

OVER EXPECTATION RESULTS



3. Belbin's 8 Team Roles(1981)

Effective team working is a pattern of characteristics of someone's behaviour

Team roles enables individual and team to benefit from an overall performance

Belbin Team Roles (1981)

Belbin categorised the team roles into 3 groups :

Action Oriented Roles	Shaper
	Implementer
	Completer Finisher
People Oriented Roles	Coordinator
	Team Worker
	Resource Investigator
Thought Oriented Roles	Plant
	Monitor-Evaluator
	Specialist



Shaper (Action oriented people)

Challenge the
team to improve
performance

Keeps the team
motivated

Focused on the
task in hand

Coordinator (People oriented roles)



Plant(Thought oriented roles)

Good at
solving difficult
problems

Creative and
imaginative

Produces great
ideas

Leadership roles (Hersey & Blanchard-1969)



Leadership-leading a group of people or an organisation



Situational leadership-Leader can adapt to a situation quick

Leadership styles and Maturity levels

S1 Telling → M1 (Least experienced)

S2 Selling → M2(Inexperienced)

S3 Participating → M3(Excited to work)

S4 Delegating → M4(Completely capable)

4.Managing conflict



Conflict Management

- Definition

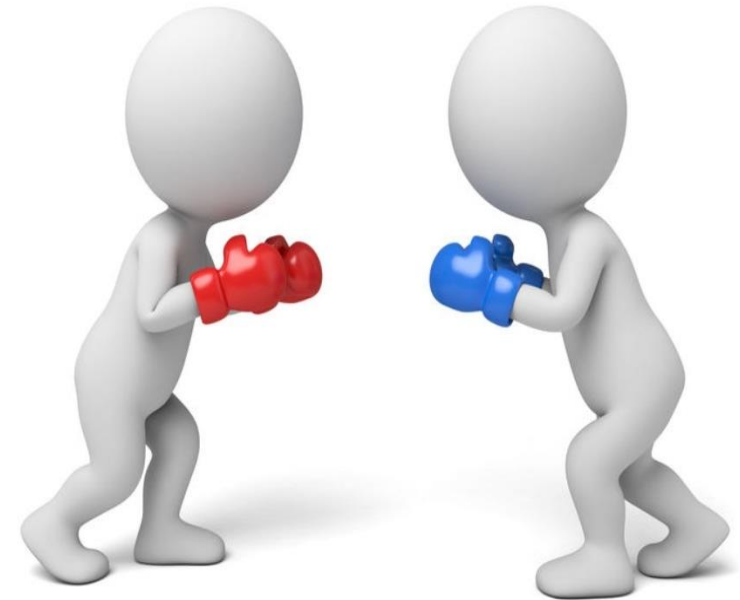
-Thomas- Kilmann conflict mode theory (Thomas and Kilmann, 1974)

Describes a person`s behavior along two basic dimensions

- Assertiveness
- Cooperativeness

- Steps of Effective Conflict Resolution

-Conclusion – Is conflict always bad ?



Thomas- Kilmann Conflict mode Instrument (Thomas and Kilmann, 1974)

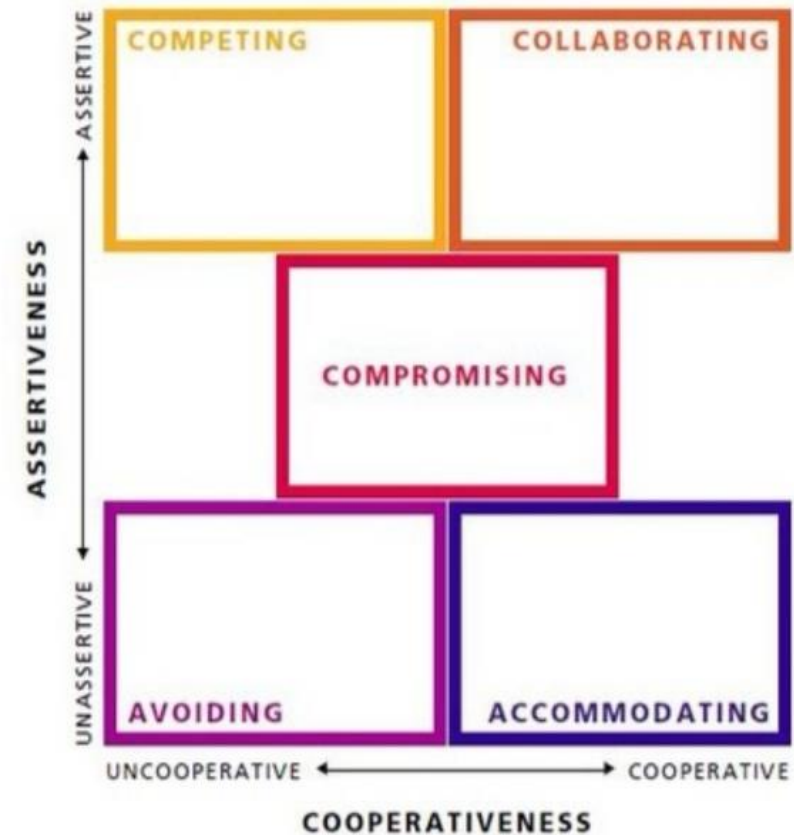
Competing Is assertive and uncooperative , a power-orientated mode

Collaborating is both assertive and cooperative.

Compromise is intermediate in both assertiveness and cooperativeness.

Avoiding is unassertive and uncooperative.

Accommodating is unassertive and cooperative.



Steps to Effective Conflict Resolution

- 1 Listen
- 2. Acknowledge
- 3. Respond
- 4. Resolve

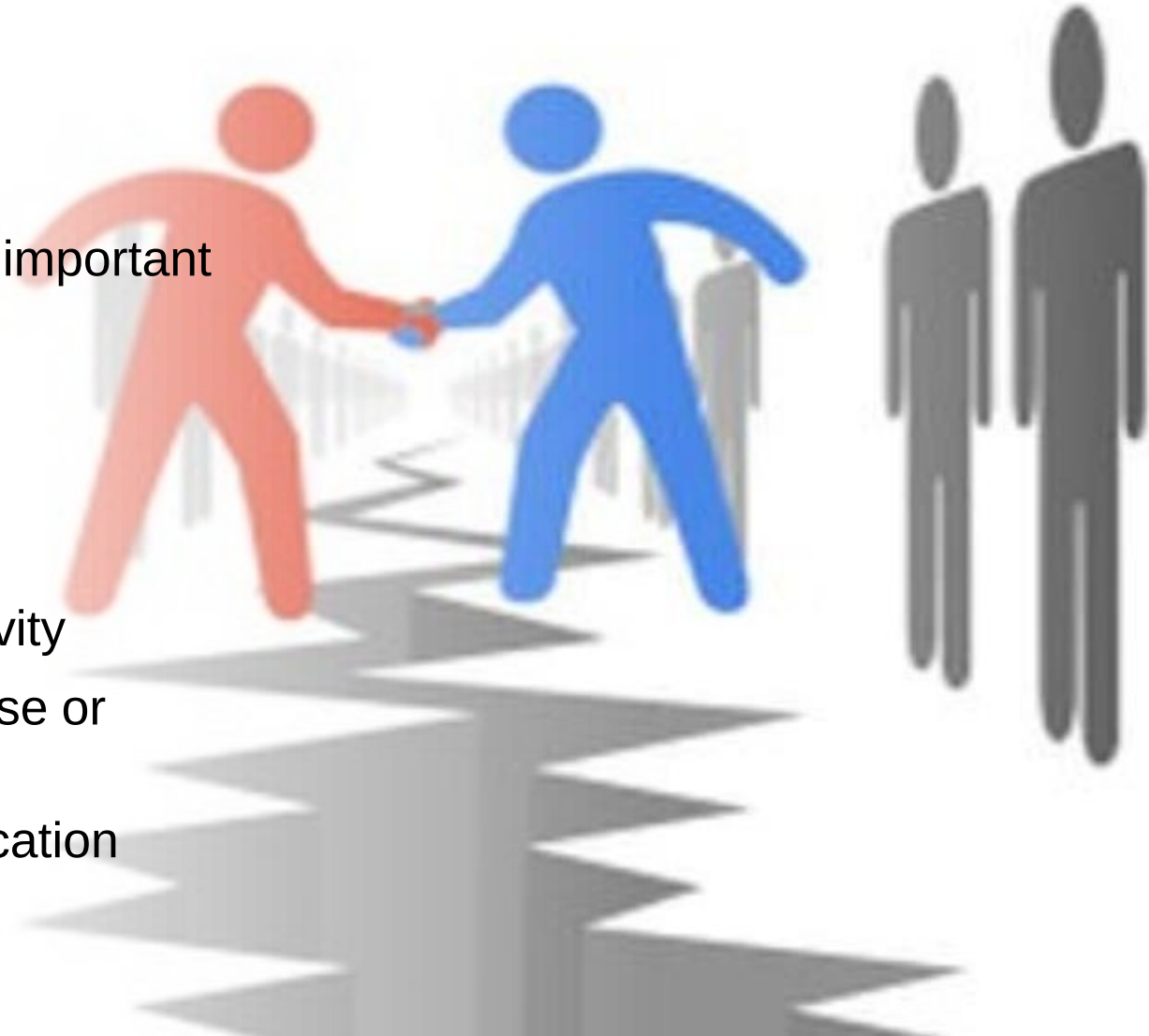
Celebrate your success !



Is conflict always bad? NO

. Under appropriate conditions, conflict can provide important benefits.

- Focus on problems that need to be solved
- Released negative emotions
- Giving open -minded approach and inspire creativity
- Prevent disagreement from becoming more intense or damaging
- Group Cooperation and improve future communication





5. Successful Team Development

- A skilled and intelligent leader can build a successful team.
- The leader put in place strategies to help staff to develop and to learn how to work together effectively.

Defining Roles and Responsibilities

- Team roles are often linked to different categories of tasks
- The main responsibility of the whole team is to have common goals.
- “Either we heal now, as a team, or we die as individuals." Any Given Sunday (1999)

Share
Information
and Ideas

Transparency

Power of language

Implement new ideas

Being valued

Develop Trust



STRONG
RELATIONSHIP



GREAT
TEAMWORK



FEEL SAFE



TAKE THE RISKS

Socialise

Team	Team buildings
Recognise	Recognize employee's hard work
Make	Make everyone is happy at work
Eliminate	Eliminate the tensions

Conclusion



An effective team is made up of people with different strengths, abilities and skills.



Every member of the team is important.



Teamwork involves collaboration, trust, respect and especially productive communication between its members.



Conflicts can arise in any team, especially when it is made up of different people who inevitably have different opinions.

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