

University of Wales Trinity Saint David

Effective Team Working and Communication (BMSW4002_LON)

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Introduction

- ✓ **Teamwork Is The Bedrock Of Success.**
- ✓ **This presentation show the definition of team and teamwork.**
- ✓ **Benefits of teamwork in various aspect.**
- ✓ **Teamwork practice in HSBC.**



Benefits of team working

Definition of team and teamwork

Team is the collaboration of group people to achieve common goal.



When two or more people work together to accomplish any particular task it is called teamwork.

Benefits of teamwork



Foster Creativity



Build trust



Boost Productivity



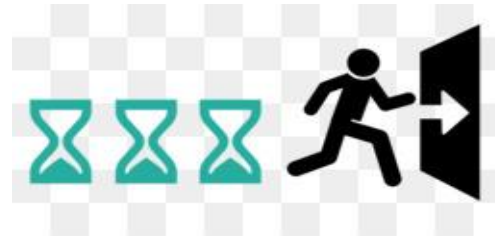
Strong Bond



Foster learning opportunity



Develop ethics



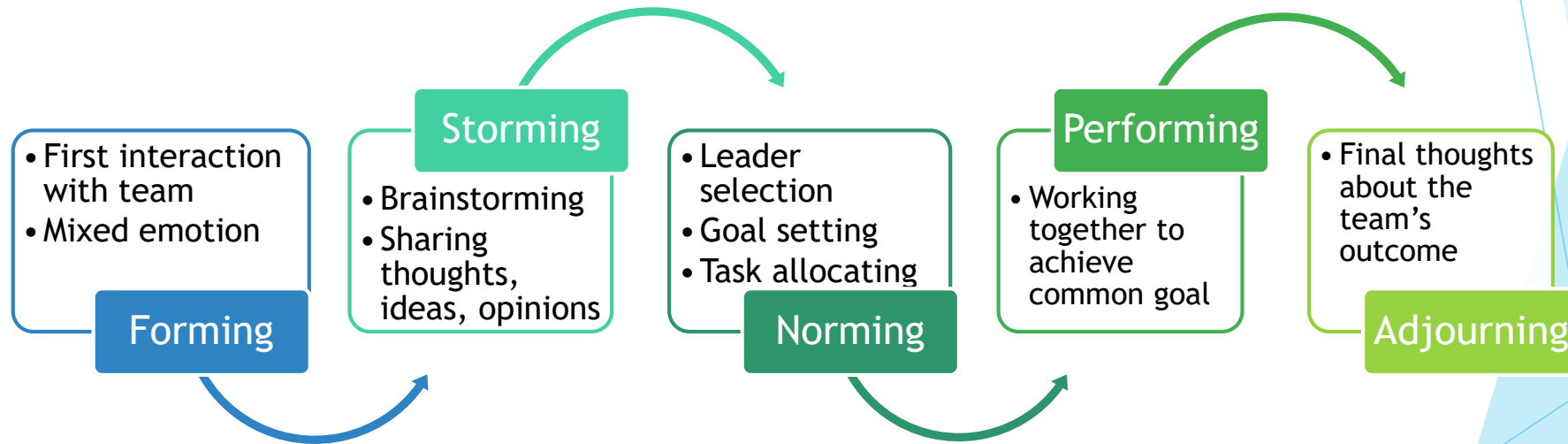
Reducing turnover

Teamwork in HSBC BANK

- ✓The bank foster teamwork to engage employees.
- ✓Have reputation in innovative solution.
- ✓Future oriented task flow
- ✓Develop customise teamwork methods.



Stages of Team Development



Stages of Team Development

- ▶ **Forming**

- ▶ The first stage of developing a team;
- ▶ Members meet and interact with each other for the first time;
- ▶ They do not know about the nature and behavior of other team members.

- ▶ **Storming**

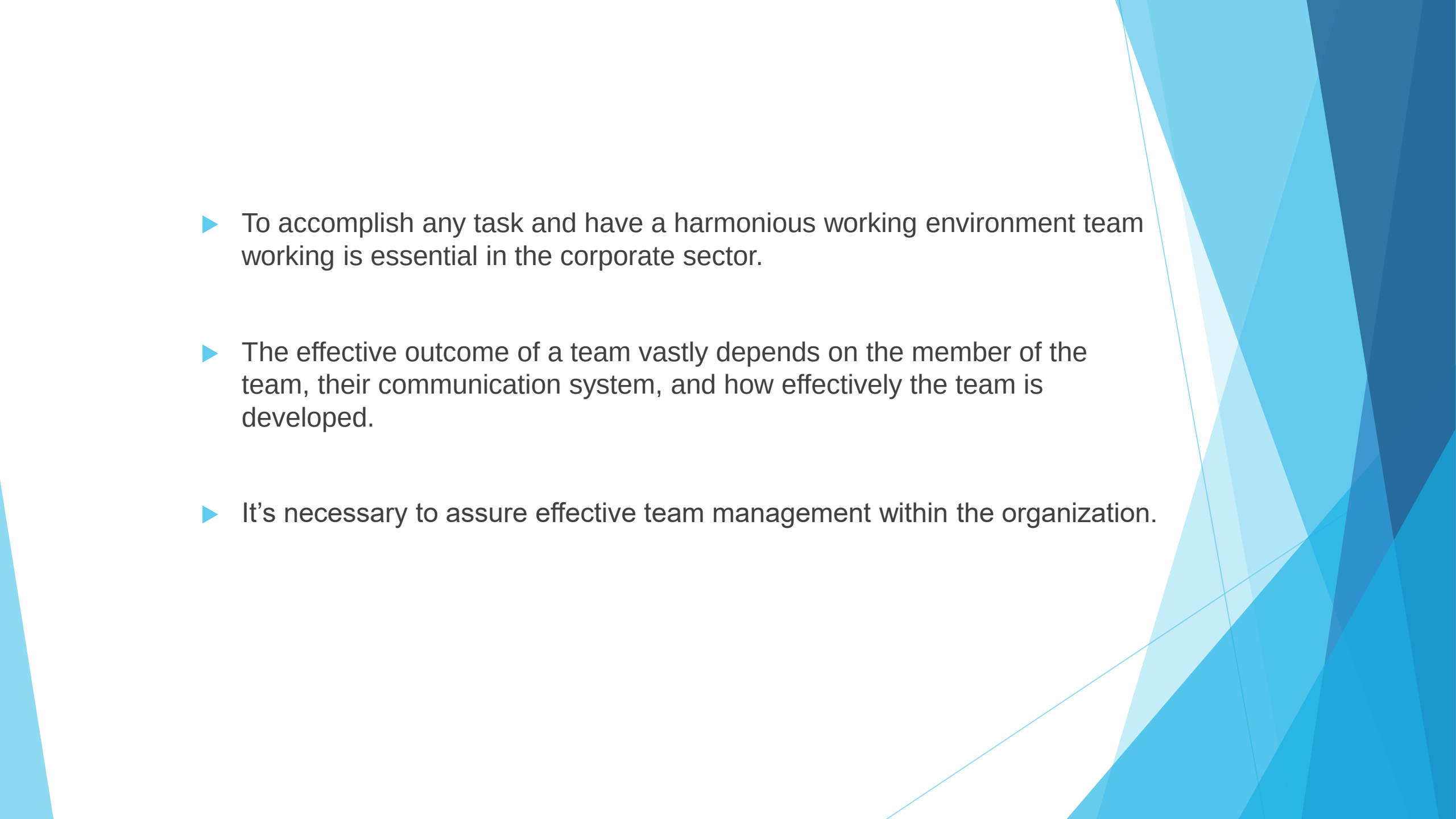
- ▶ members start doing brainstorming and sharing their thoughts ;
- ▶ Due to differences in behavior, ideas, logic, and opinion small conflicts can arise in the team which is acceptable.

Stages of Team Development

- ▶ **Norming**
- ▶ The team resolves the problems, misunderstandings, and conflicts that arose in the previous stage;
- ▶ One leader is chosen here;
- ▶ Team's goal is formulated, and tasks are allocated.
- ▶ **Performing**
- ▶ The team works together to achieve the common goal of the team;
- ▶ The leader directly monitors the team

Stages of Team Development

- ▶ **Adjourning**
- ▶ The phase is also known as the mourning phase;
- ▶ The team breaks-up after successful accomplishment of the task
- ▶ Members again interact with each other sharing their thoughts of the team task

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- The background of the slide features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the slide, creating a modern, dynamic feel.
- ▶ To accomplish any task and have a harmonious working environment team working is essential in the corporate sector.
 - ▶ The effective outcome of a team vastly depends on the member of the team, their communication system, and how effectively the team is developed.
 - ▶ It's necessary to assure effective team management within the organization.

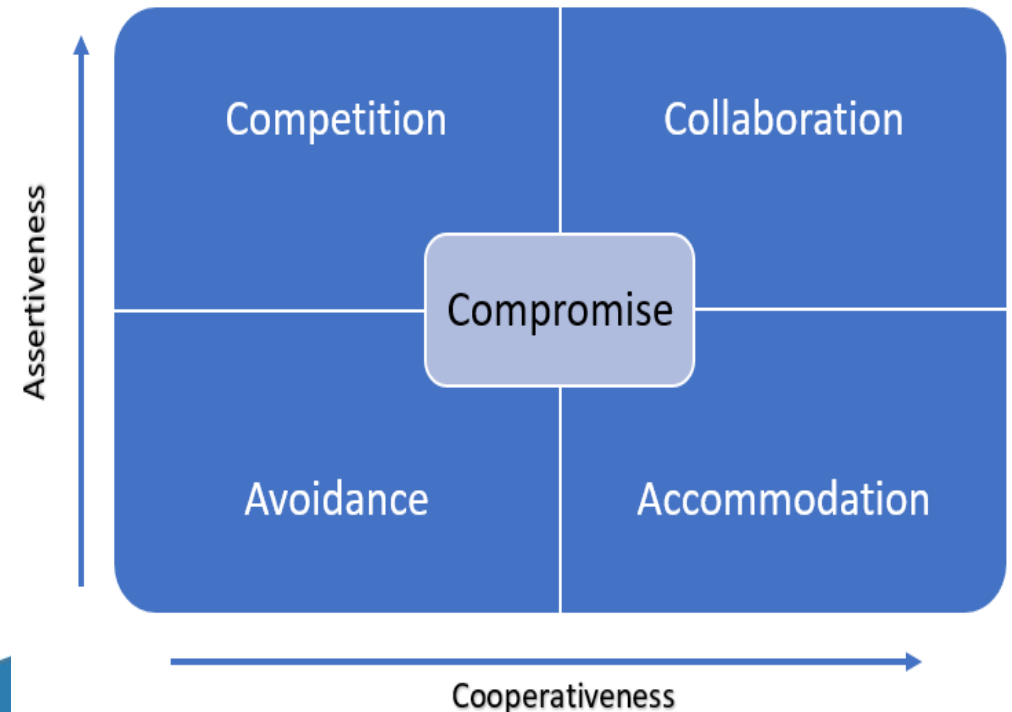
Managing Conflict

Conflict can be beneficial if it is managed appropriately. A team without conflict implies unhealthy signs.

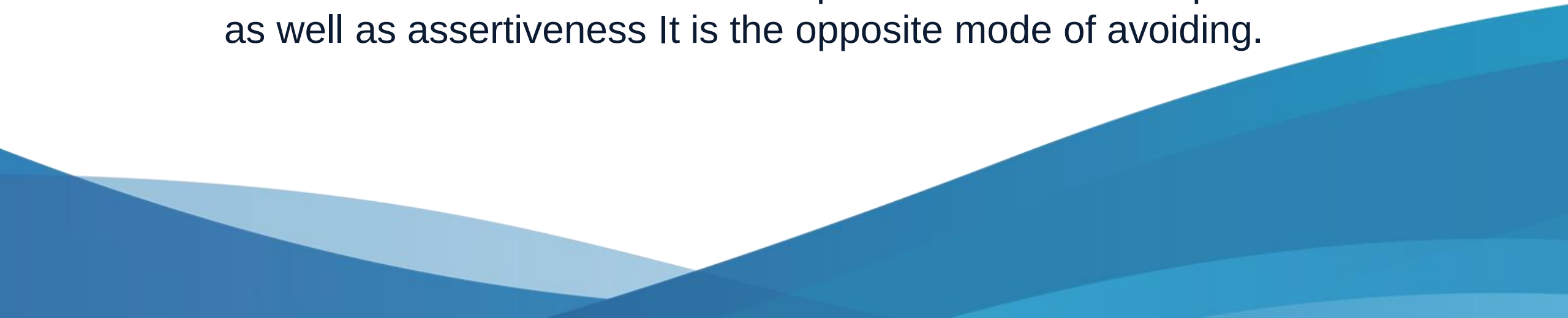
Thomas-Kilmann's Conflict resolution Model

Competing: Competing is a non-cooperative and assertive mode. It is a power-oriented mode.

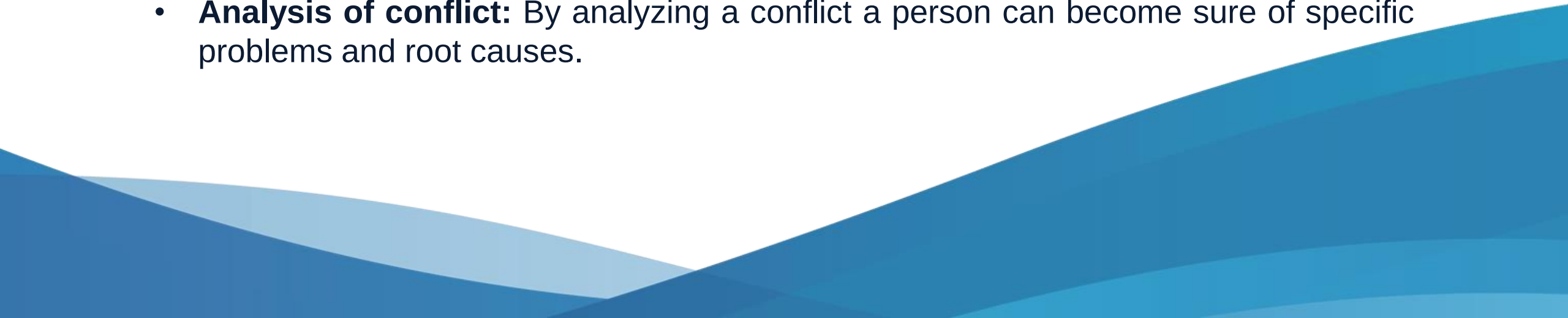
Accommodation: Accommodation mode is accepting and also cooperative. In Accommodation, employee value other's concern over own concern.



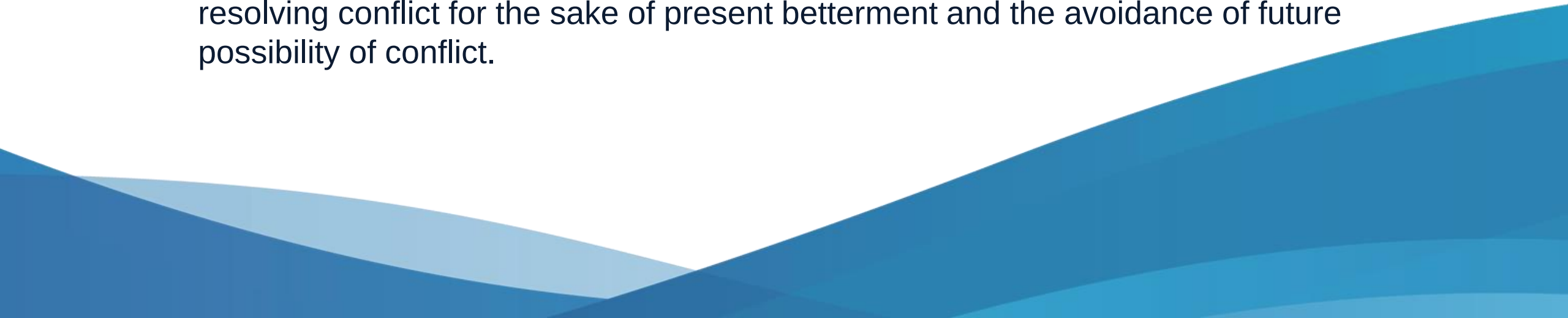
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- **Avoidance:** Avoiding mode is an unassertive and uncooperative mode where a person tries to ignore own problems and also others.
 - **Compromising:** Compromising mode is partially assertive and also cooperative. Compromising encourage everyone to give up a little and manages to come up with the best possible solution which benefits individuals also
 - **Collaboration:** Collaboration requires member's cooperativeness as well as assertiveness It is the opposite mode of avoiding.
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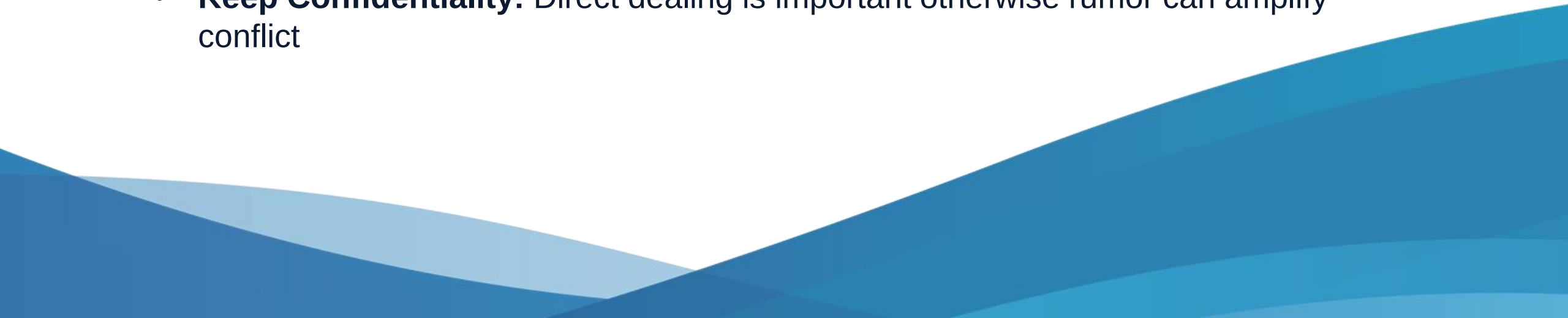
Guidelines for managing conflict

- **Accepting conflict:** As conflict is a natural event accepting conflict is necessary as conflict gives the hints of required organizational changes.
 - **Active listening:** listening actively helps to discover the specific problem and its impact on members.
 - **Analysis of conflict:** By analyzing a conflict a person can become sure of specific problems and root causes.
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- **Language neutralization:** By emphasizing proper language conflict can be further discussed for solving together.
 - **Collaborative working:** Working together initiates taking responsibility for the problem and stop blaming each other.
 - **Leaving past and be future concerned:** Members should address the need of resolving conflict for the sake of present betterment and the avoidance of future possibility of conflict.
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- **Share own interest:** Everyone must share their interest and reason behind seeking their desired interest.
 - **Be Creative:** finding the best solution and satisfying every involved party require creativity and hard work.
 - **Keep Confidentiality:** Direct dealing is important otherwise rumor can amplify conflict
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Successful Team Development

- ▶ In the process of developing and maintaining an effective team it is important to note that various factors are involved.
- ▶ Challenge and empowerment, effective communication, discipline, good leadership, and a supportive environment are needed in context of building an effective team
- ▶ In relation to developing an effective team, some of the key fundamentals that are needed include developing mutual accountability, committing to a common approach, committing to a common purpose and performance goals, developing the right mix of skills, and maintaining the right size.
- ▶ Size of team is main and important area that should be focused while developing an effective team
- ▶ Accountability, approach and complementary skills, performance goals, and the team purpose are some of the key aspect on which the size of the team depends.

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Successful Team Development

- ▶ In relation to constructively interaction it is noted most people face difficulties and they have more issues with hierarchical differences, have more trouble finding common ground on specific actions and they may have more difficulty communicating.
- ▶ Some of the key issues that are facing by large groups may include workable times to meet and finding enough physical space. Certain levels of constraints may be faced by the large groups in relation to the social behavior and sharing of viewpoints may be prevented by them.
- ▶ Right mix of skill potential and complementary skills is also need for building an effective team because it is important for meeting the task of the team
- ▶ The functional expertise and technical skills of the team members must be right so that tasks could be accomplished.
- ▶ The decision making and problem solving skills are also very important to be hold by the members of team because based on these skills they will be able to identify the opportunities and problems and they will have the ability of evaluating the options and taking necessary steps for making accurate and effective decisions and trade-offs.

Successful Team Development

- ▶ In relation to effective team, there is great importance of the communication. The performance of the members of team could be improve based on maintaining effective transfer of information.
- ▶ The effectiveness of the decision making process could be improve based on efficient flow of the information among the members of team.
- ▶ The problems could be expressed effectively the members of team because of having effective communication skills
- ▶ They will be able to identify the best way of identifying and solving the issues and problems
- ▶ Social connection among the members of team in the working environment could be ensured based on good and effective communication.

Successful Team Development

- ▶ It is the responsibility of the leaders to inform and aware the members of team regarding the goals and objectives of the company
- ▶ The objectives and targets of the company should be clear to the members of team because in this way they will be able to align their work towards the objectives
- ▶ The commitment of the employees to the work could be ensured based on this because the feeling and perception of the employees to the work is the key factor on which the commitment depends.

Successful Team Development

- ▶ The key elements for the performance of a team are:
- ▶ 1.Coordination: The most significant aspect of collaboration is effective communication, including an on-going updating of each individual, never thinking everybody's information is the same (Hwang, 2018).
- ▶ To be a good communicator is therefore to be a good listener.
- ▶ 2. Delegation: teams working together well consider each team member's abilities and shortcomings.
- ▶ One of the advantages of a good collaboration is the opportunity to define all facets of a project and assign roles to the most important team members.
- ▶ 3. Efficiency: A large and unified team builds processes that work together effectively
- ▶ A large and unified team builds processes that enable them to cooperate effectively in order to perform tasks promptly.
- ▶ In working together, teammates are able to understand and organize the workload accordingly, their own capacities and community skills.

Successful Team Development

4. Ideas:

- ▶ If a team works together well, employees are more relaxed with feedback and recommendations. A friendly and confident team setting allows coworkers not only to dream creatively, but leads to more fruitful and collaborative brainstorming.

5.Assistance: Both workplaces are challenges, but a good team atmosphere will serve as a boost to workers.

- ▶ They will improve each other's own success and work together to improve their professional growth.
- ▶ The establishment of bonds of confidence and confidence can be highly valuable while confronted with a challenging task or when the company is compelled to cope with the absence of a team member while maintaining its competitiveness.

Conclusion

- ▶ In contemporary organizations, teamwork is becoming increasingly necessary.
- ▶ As long as teams are created, run and efficiently executed, the imagination, creativity and innovation will provide a competitive edge.
- ▶ If teams, though, are poorly controlled or not assisted, resource-sufficient and independent to achieve their missions, the outcome of the coordination will be counterproductive.
- ▶ Teamwork can be a dynamic field of management, but the outcomes can be very satisfying if successfully executed.



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