

EFFECTIVE TEAMWORK IN BUPA

NAME	ID	TOPIC COVERED
1. DANIELA RADU	1818175	(Introduction, benefits of teamwork, conclusion, Q&A)
2. MOHAMMED AZAR	1818591	(Stages of team development)
3. FLORENCE ODONKOR	1818734	(Team roles)
4. ETON LARRY	1818179	(Managing conflict)
5. ANITA DIMITROVA	1817350	(Successful team development)

LECTURER: YAJESH KUMAR

EFFECTIVE TEAMWORK AND COMMUNICATION (BMSW4002)

UNIVERSITY OF WALES TRINITY SAINT DAVID

17.12.2019

EFFECTIVE TEAMWORK IN BUPA

Table of contents

- Introduction
- Benefits of teamwork
- Stages of team development
- Team roles
- Managing conflict
- Successful team development
- Conclusion & references
- Q&A





EFFECTIVE TEAMWORK IN BUPA

Introduction

- Bupa is an international healthcare company, British health insurance provider (Minnock, 2019).
- Bupa was set up to prevent , relive and cure sickness and ill-health of every kind.

Teams are defined as a group of peoples working together to achieve a specific goal to which they are all committed (Morgan,2017).



EFFECTIVE TEAMWORK IN BUPA

BENEFITS OF TEAMWORK

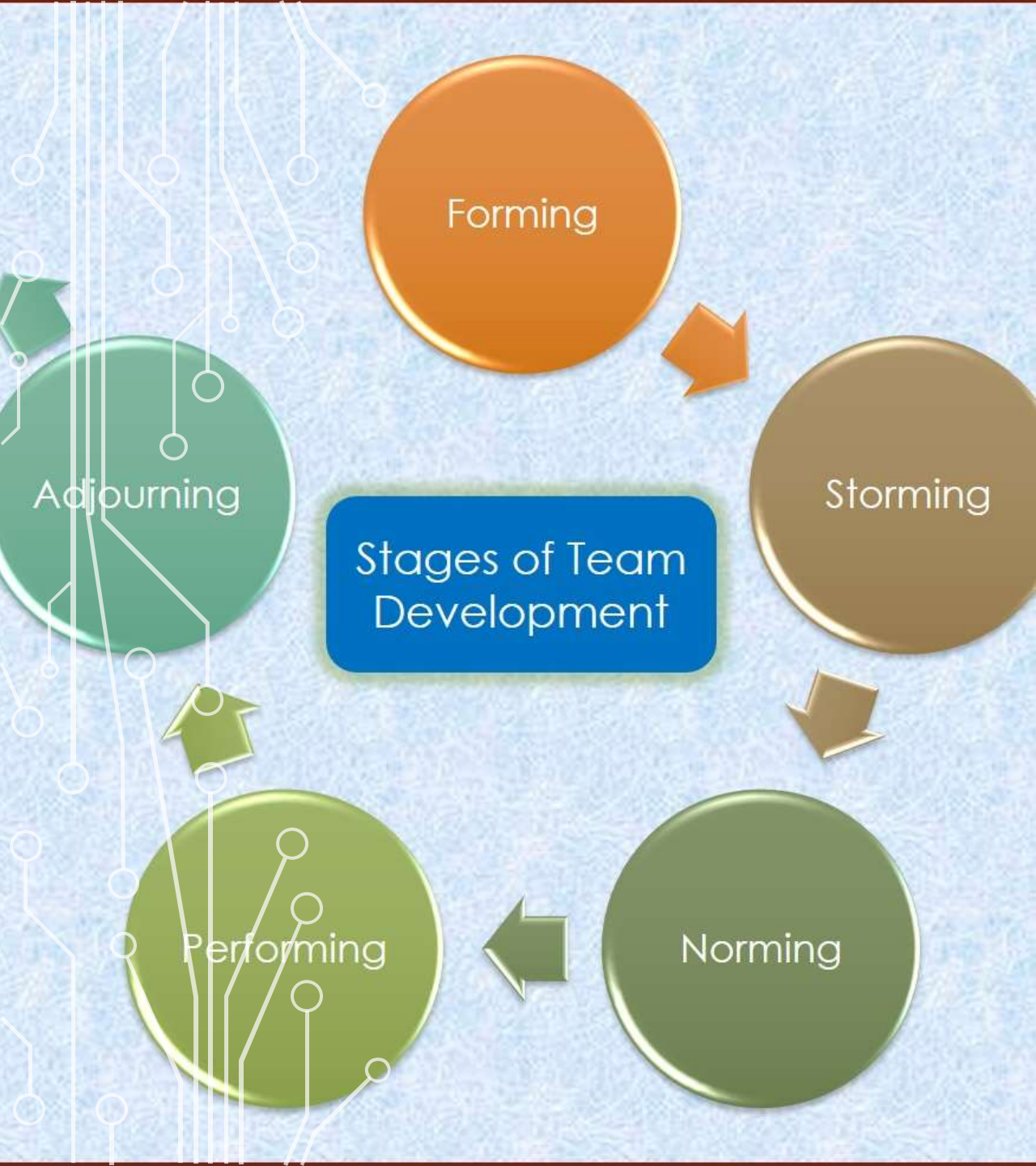
- Boost productivity (Leitch, 2017).
- Better time management
- Brainstorming
- Blends complementary strengths
- Builds trust



EFFECTIVE TEAMWORK IN BUPA

STAGES OF TEAM DEVELOPMENT

All teams go through five stages of development. In 1965 Bruce Wayne Tuckman developed and published the first four stages. He carried out research on team dynamics and came up with a theory based on what he found. It became known as “Tuckman’s stages”. The fifth stage was added later in 1977 by Tuckman together with Mary Ann Jensen. It was called “Adjourning”(Abudi, 2010).



EFFECTIVE TEAMWORK IN BUPA

STAGES OF TEAM DEVELOPMENT

FORMING

Members are introduced to one another



STORMING

Conflict begins within the team as they have different opinions



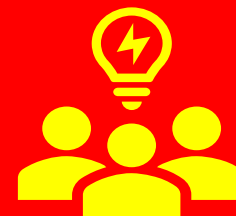
NORMING

Team members develop a way of working together



PERFORMING

Team focuses on reaching the project goal as one.



ADJOURNING

Success celebrated



EFFECTIVE TEAMWORK IN BUPA

TEAM ROLES

Team Role is defined as the knowledge a person has in order to contribute to a team and more importantly, the set of skills and abilities an individual brings to a task (Morgan,2017).



EFFECTIVE TEAMWORK IN BUPA

MANAGING CONFLICT

Conflict is differences or problem that occurs between members of a team which affects the results of teamwork, so the team can't perform at optimum level (Lewinson, 2018).



EFFECTIVE TEAMWORK IN BUPA

SOURCES OF CONFLICT

1. Differences between individuals
2. The presence of cliques
3. Personality clashes
4. Cultural differences
5. Bullying and harassment
6. Poor communication



STRATEGIES TO RESOLVE CONFLICT AT WORK

1. Embrace conflict
2. Talk together
3. Listen carefully
4. Find agreement
5. Provide guidance
6. Be quick to forgive



EFFECTIVE TEAMWORK IN BUPA

SUCCESSFUL TEAM DEVELOPMENT

- Equality speaking opportunities (Sime,2019).
- Listening
- Team members interaction
- Share information
- Trust
- Managing conflict
- Care of team members



EFFECTIVE TEAMWORK IN BUPA





THANK YOU FOR YOUR ATTENTION!

ANY QUESTIONS?

EFFECTIVE TEAMWORK IN BUPA

REFERENCES

- Minnock, O. (2019) *How Bupa ANZ is revolutionizing healthcare through digital transformation*. [Online] Available from: <https://www.gigabitmagazine.com/company/how-bupa-anz-revolutionising-healthcare-through-digital-transformation> (Accessed: 06 November 2019)
- Morgan, P. (2017) *The business student's guide to study and employability*. London: Sage Publications Ltd.
- Gallagher, K. (2013) *Skills development for business and management students*. Oxford: Oxford University Press
- Abudi, G. (2010) *The Five stages of project team development - PM Hut*. [Online] Available from: <http://www.pmhut.com/the-five-stages-of-project-team-development> (Accessed 25 November 2019).
- Sime, C. (2019) *What makes a successful team?* [Online] Available from: <https://www.forbes.com/sites/carleysime/2019/03/26/what-makes-a-successful-team/#59c9e1e12348> (Accessed: 24 November 2019)
- Leitch, C. (2019) *10 Benefits of teamwork in the workplace* [Online] Available from: <https://www.careeraddict.com/5-benefits-of-teamwork-in-the-workplace> (Accessed: 20 November 2019)
- Lewinson, M. (2018) *The Definition and Types of Team Conflict* [Online] Available from: <https://mymanagementguide.com/team-conflict-definition-and-types> Accessed: (22 November 2019)