

Effective Team Working And Communication Power Point Group Presentation BMSW004_LON

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Benefits Of Team Working

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What is a team?

A team is a group of individuals who work together to achieve a shared goal or mission.



Why is Important To Consider Team Working?

- ▶ Teamwork Connects People Together.
- ▶ Increases creativity.
- ▶ Encourages the development of a learning environment.
- ▶ When people work together, there are more opportunities for feedback.
- ▶ Helps to accelerate the problem resolution.



BENEFITS OF THE TEAM WORK

Some of the benefits that each individual can gain from a team • (ASQ,2019)

problem-solving
skills

Increased
knowledge and
experience

New skills for
future leadership
roles

Having a better
understanding of
company
operations

Feelings of
satisfaction

A sense of being
part of
something

Advantages for a company

The following are some of the advantages that team operations provide to a company. (ASQ,2019)

Quality and productivity

Innovations

Operating costs are lower

Absenteeism and instability are reduced

Increased dedication to the mission of the organisation

Stage of team development

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Team Development

What is a team Development?

A team Development is a group of individuals, who may have different functions and different goals, but which ultimately reach a collective goal.

The team development is divided in 5 stages, that are:

- ▶ Forming
- ▶ Storming
- ▶ Norming
- ▶ Performing
- ▶ Adjourning

forming

In the formation of the group, each individual will be associated with a part of the work to be completed. During the forming stage we are given the:

- ▶ Rules
- ▶ deadlines of the work,
- ▶ we choose a leader, who will have to check if everyone is doing their job properly.



Storming



As in any relationship between people, there can be conflicts that can ruin relationships but also improve them. This phase is the most difficult of the 5, but also the most important, where everything is made clear and the work can continue.

This stage of team development is known as storming.

Norming

The norming stage of team development is the stage where the group starts to work as a team, dividing the tasks to be performed.

At this stage there may be other conflicts, that are generally resolved easily by giving each member the part where he has the most ability to perform it.



Performing

In this phase of the work, we begin to see the qualities of the group in working, and is the most important phase where everyone must give their best for themselves and for the team to get to the final result. This stage of team development is called performing.



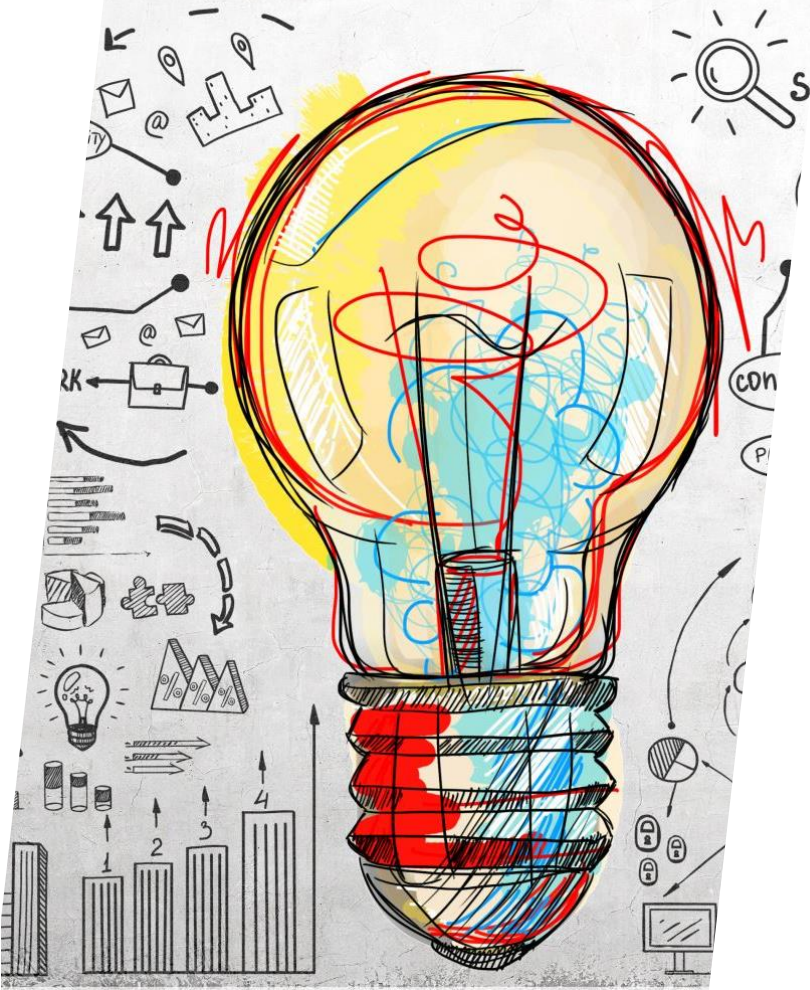
Adjourning



finally we have Adjourning, which can be the best stage if the work is successfully finished and the group can celebrate, as it can be the worst stage if after all the work done the task fails.



In conclusion I want to say that things do not always go as we want, you may not pass some exams, you may not have the job you want, you may make wrong choices, but the most important thing is not to break down, and get up stronger than before, and do not stop if you do not get what you want.

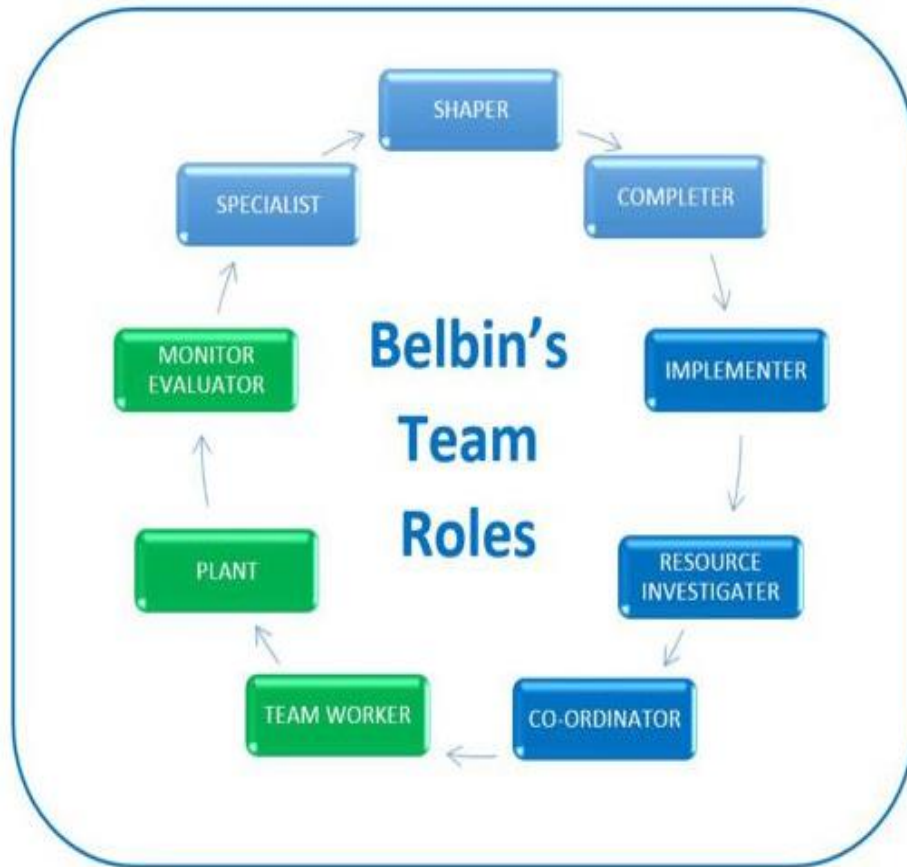


Effective Team Work and communication

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Belbin's team role theory



- ▶ The team role theory was developed by Meredith Belbin in the year 1981.
- ▶ The theory helps to identify the strengths and weaknesses of a team while making it more effective.
- ▶ The theory helps to maximise the strengths and minimise the weaknesses, though having some limitations (Nair, 2020).

Need for the theory



- ▶ Development of the strengths of the team.
- ▶ Management of the weaknesses of the team members.
- ▶ Improve the contribution level to the team.
- ▶ Creation of a balanced team.
- ▶ Adapt to the roles changing of the members depending on different scenarios.
- ▶ Identification of the different traits of the members and assigning roles accordingly.

Strengths and weaknesses based on this theory

- ▶ Belbin has identified certain strengths and weaknesses of all the roles categorised by him.
- ▶ It helps the team members to see each other minutely and value their strengths

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.

Improving team performance based on the theory

Identification of the potential strengths and weaknesses within the team.

Ensure well-managed Conflict management.

Appreciation of co-workers and team members.

Increase employee engagement while working together as a team with specific roles and responsibilities (Morton et al., 2018).

Increase the cohesiveness of the team members during changes in the environment.

Limitations of the theory

01

It lacks the proof for validation of the proposed theory.

02

A balanced team may not be effective in any type of adverse situation.

03

It is designed specifically for the teams and is not guaranteed for any other purposes.

04

The personality traits of the individuals are not identified, focusing only on the behaviours of the team members while working together.



MANAGING CONFLICTS

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WHAT IS A CONFLICT?

Conflict- a situation in which there are ideas, opinions, feelings or wishes that are opposed to each other; a situation in which it is difficult to choose.

Citation(Oxford Learner's dictionary)

A conflict could be:

Constructive

- positive outcomes
- strengthens the relationship
- improves performance
- win-win situation

Destructive

- negative outcomes
- harms the relationship
- reduces performance
- Lose-lose situation

FACTORS CREATING A CONFLICT

There are different factors, which can create conflicts, but generally they fall into three categories:

Communication factors

- Poor listening
- Incorrectly information
- Wrong interpretation and perception
- Ignored or missed nonverbal signs
- Differences in the culture

Structural factors

- Size of the team
- Levels of participation
- Levels of interdependence

Personal factors

- Individual's self-esteem
- Personal goals
- Values and needs

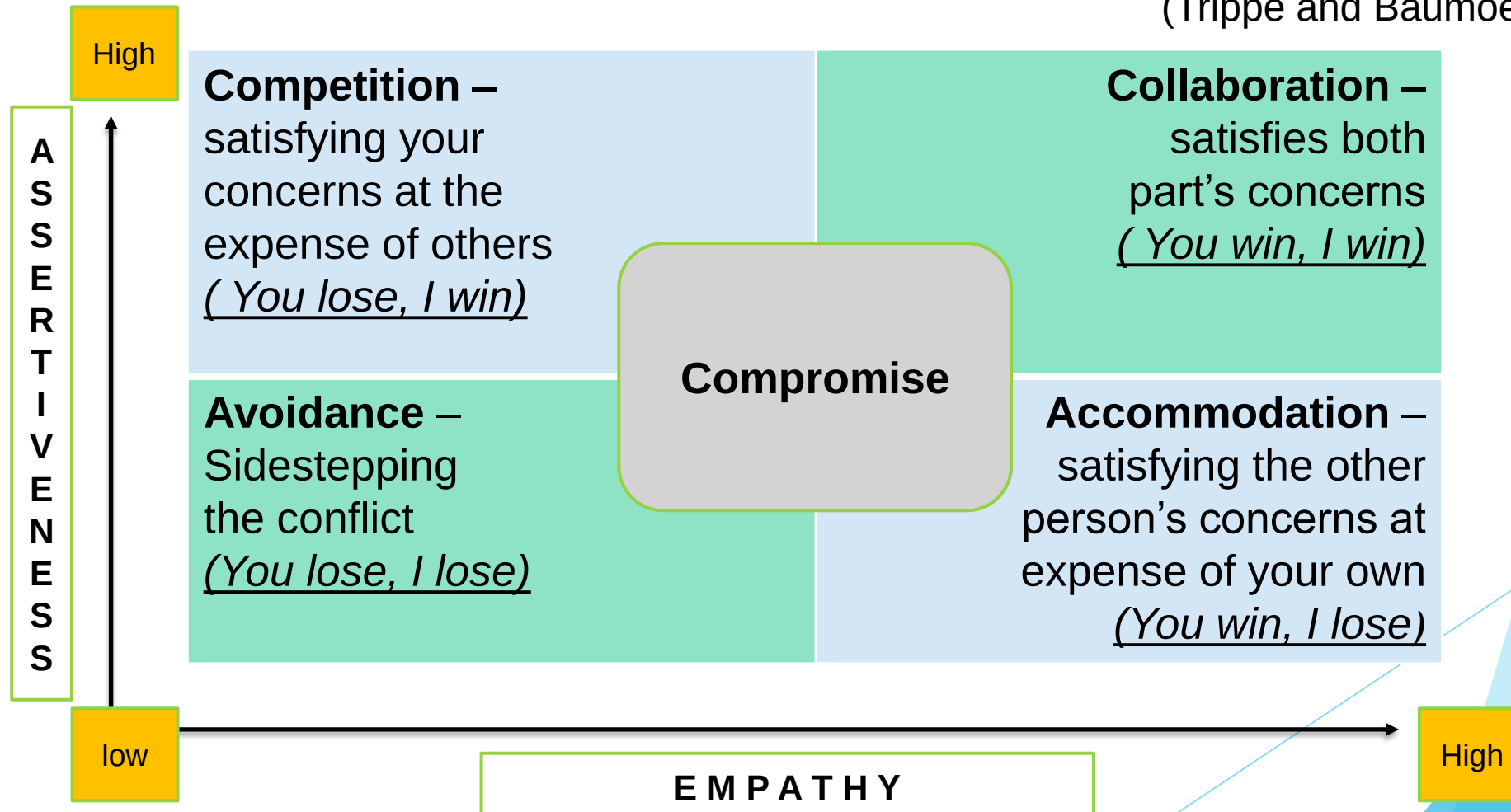


CONFLICT RESOLUTION STRATEGIES

THOMAS-KILMANN MODEL

In 1974 Kenneth Thomas and Ralph Kilmann developed a model for resolving conflicts. According to that model there are five Conflict Resolution Strategies:

(Trippe and Baumuel, 2015)





LIMITATIONS

When a team meeting goes into a storm each member of the team must follow next four steps:

- Listen
- Acknowledge
- Respond
- Resolve remaining differences

ACTION CHECKLIST



- Be aware of conflict
- Choose the right approach to conflict
- Investigate the situation
- Decide how to deal with the conflict
- Let everyone to explain their point
- Identify the possibilities and decide how to go ahead
- Implement what has been agreed
- Evaluate how things are going
- Consider preventative strategies for the future



Successful team development
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Key factors for successful team development

- ▶ In order to develop a successful team, it is essential that a mix of the below elements are adopted in team development:
 - ▶ Purpose
 - ▶ Process orientation
 - ▶ Communication
 - ▶ Involvement
 - ▶ Commitment
 - ▶ Trust



Benefits of team development

- ▶ Team development Improves productivity:
 - ▶ Developing the team enhances the productivity and efficiency of the overall operation
 - ▶ It helps reduce the turnaround time and ensures easy achievement of targets
- ▶ Team development enhances Synergy:
 - ▶ With diverse skillsets, team development enhances the quality of work done (Sigmon et al., 2022)
- ▶ Chances of Innovation:
 - ▶ With multiple people working on a job, the chances of innovation increasing.



Successful team development

- ▶ A successful team development is indicated by the overall results of the team.
- ▶ In a successful team, each employee feel recognized and feel the importance.
- ▶ There are no disappearances amongst the team members (Harries et al., 2022)
- ▶ In a successful team, all the expectations are aligned amongst team members



Conclusion

- ▶ To conclude, for every organization, it is essential that teams within are successfully developed.
- ▶ This ensures that the overall productivity of the organization is achieved.
- ▶ Successful development ensures maximum efficiency of the organization as well as the team members.

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