

Component 1 Report Effective Teamworking for team success.

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Team Working and Communication |

Effective

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Introduction

An effective team is very important for any workplace. Building a team that gives high performance and more productivity takes essential steps. Putting together group of talented one place requires dedication. There needs to be same perspectives among team members and everyone should feel motivated. Teamwork has become success tool in healthcare set up as well. It encourages productivity and bring many benefits to the organisation. Team requires core principles and rules to be established, there needs to be right balance of people that can bring professional values and innovation to the team. However, there are some barriers that can effect teamwork and hence compromises overall work morale and performance. If there are misunderstandings within the team, there will be compromised coordination and incompetence among workers which can lead to dissatisfaction and work related stress. This is reason there needs to be certain ground rules that should set and team roles should be assigned. Every member needs to have same goals and vision to run the team. Care homes require a put together team to provide better care for patients. In this report, steps to develop effective team, impact of the effective team and its barriers, team roles are discussed.

Development of effective team

Purpose:

Every team needs a purpose. Setting a purpose for the team helps put things in order and clarify misunderstandings. If every member of the team works on single purpose, it establishes foundation for success. Any team needs direction and setting a motive will prompts productivity and stimulate effective teamwork. (Michael Page). It is important to remind members benefits of working together in a team. It is important to put all employees together such as domestic staff, catering staff and caring staff should collaborate well to ensure maximum people's satisfaction.

According to the study, collaboration and teamwork is one of the most essential sector of success for employees. (Goremotely). High performance needs meaningful approach to achieve all the goals.

Communication:

Communication is the key to success for any team. A team needs to be honest with each other and there should be sense of transparent relationship with each other. According to the study, teams who are well connected to each other helps in 21% increase of profit (Gallup). Communicating each other's opinion and perspective is very essential when working together as a team. Another study says, employees who communicate and feel their voice is heard are 4.6 likely to perform competent tasks (Salesforce). Communication sets base for established open suggestions and opinion, each member feels empowered to speak out. A study says effective communication in a team facilitates in retaining the best talent at least 4.5 times more (Jabra, 2019). Communication comes with a unified group mentality, everyone needs to think as a member of the team which is important for care home team development. It will increase coordination and discipline as well.

Goals and expectations

When foundation of the teamwork has been set, they have started to share and communicate and work towards single purpose. A leader needs to make small goals and accomplishments for a team to complete. These tasks are manageable and has deadlines. With each task being completed, it motivates team members more. Moreover, it helps set ground rules for team. Employees do not get late for meetings and have shared vision (Micheal Page). According to the study, 10% productivity is improved simply by collaboration (Forrester, 2020). Sense of motivation acquired by completing tasks helps to build trust in team members. They get used to each other's method of doing work.

Steps of team building

Researches have come up with certain steps that team goes through in healthcare set up to achieve competency and efficiency. (World health organisation, 2014).

Forming

This is the first step of the team building. It is the stage that involves confusions between member. There are no shared visions and everyone does not work for common purpose. This stage consists of superficial communication only. (WHO, 2014).

Storming

This is the second stage of team building which includes conflicts between members. There is a lot of disagreement and rebellious attitude. A lot of frustration is involved in this stage.

Norming

This is the third step of team building and very important step for team performance. This step establishes open communication which means trust between members have been built. In this stage, there is increase in productivity.

Performing

In this stage, team work together to achieve manageable goals by working together in a supportive environment. The common goal of healthcare that is delivering competent care to the patients sets and delivery of best performance and productivity is done (Amir Babiker et al, 2014).

Impact of effective team

An effective team has many benefits in the workplace. A team working together in efficient manner with trust and communication helps bring workplace together. It increases productivity because every member of effective team feels valued, trusted and supported. It creates sense of motivation and commitment in them which prompts them to work with more competency. According to the study, 70% of workplaces are more productive when there is open communication (Teamstage).

An effective team means more productivity so it also refers to deadlines being met earlier as well. In care homes set up, an effective team works helps providing mannered and disciplined care for all the patients. All of their daily tasks of taking care of them goes in smooth manner. A study says an effective teams has high level of well being (Teamstage).

A report says, almost 89% of employees working together are in support of well being and recommend their set up to others as a good place (American psychological association). Teamwork builds strong relationship between employees, they start to trust each other and be more empathetic towards one another. According to the study, 96% of workers have believe empathy is the most effective way for their advanced retention (Forbes).

An effective team also acquires set of skills when working together such as problem solving skills, decision making skills and conflict resolution skills. These skills are essential for any workplace because these skills tackle any situation and deals with every problem that comes in the way. According to the study, if employees are working in a team, they can save 5-10% of their work time a week. (Forrester, 2020). Teamwork also helps leaders and managers to be more flexible with their employees, flexibility brings more. A study says 70% of leaders think flexibility increases productivity (Goremotely). In care homes and healthcare set ups, it is very rare that only one professional deals with one patient. There are number of professionals that provide their own role thats why working together in a team is very important to provide the best possible care.

Barriers to competent team

There are certain barriers that affects teamwork. Mostly these barriers are common things and can be solved. Some of the most common barriers are:

Poor communication:

This is the most common barrier for competent team. If employees are not communicating with each other, there will be number of problems that will start affecting the team performance. Poor communication leads to employees feeling uncomfortable and stressed within the team. They lose their confidence of speaking out their opinion. If employees feel disengaged from one another and to their workplace as well, there will be no increase in productivity and efficiency (Indeed).

According to the report, disengaged employees cost companies around 550 billion dollars annually (Valerie Bolden-Barrett, 2017). Lack of communication does not allow team members to trust and support each other. According to the study, 40% of workers think there is poor communication in their company (teamstage). Almost 33% of workers think there is no transparent relationship with their employees (teamstage). According to the report, 86% employees think failure of company is due to poor communication (teamstage).

Lack of trust:

Trust is an essential factor for any team to work with high performance and competence. Trust builds foundation of the team, it helps to put employees together and helps develop respectful relationship with one another. Trust helps gain confidence. If there is lack of trust, foundation of team loses. Employees start to disagree with each other and engage in conflicts more often. There is no sense of support and comfort within the team. Each employees feel disengaged and chances of miscommunication get higher. (Indeed)

Bad leadership:

It is a known fact that a team needs leader that can run and put the team together. Having a leader leads to more productive and respectful environment. A leader guides the team and help them achieve goals. A leader defines purpose of the team. If there is bad leadership, team will not work together and there will be no vision and shared goals. A unit would not be formed and serious problems will be caused (Indeed).

Poor conflict resolution skills:

It is inevitable that conflict will arise when working in a team due to misunderstandings and poor communication. Conflicts cannot be prevented but they can be managed by good conflict resolution skills. If there are no conflict resolution skills in the team, whole unit will fall into chaos. There will be more and more conflicts that will bring the morale down of the team and professionalism will be lost.

Poor goals setting:

As discussed in this report before, a team needs purpose which becomes foundation of the teamwork. A purpose is then split into management goals that needs to be achieved from time to time. If there is poor goal setting and lack of purpose in the team, no member would work with confidence. There needs to be sense of relevancy for team to accomplish things. There should be short term and long term goals so team always work towards something instead of meaningless work. If goals are undefined and unclear, team would lose its motivation.

Clashes in personality

There are many kinds of people in a team with different backgrounds. Each employee has a different personality, this can be an issue if there are clashes in these personalities. There might be some members who are unwilling to coordinate and compromise on anything. There might be some members that do not know how to work within a team. These clashes need to be resolved with proper communication and empathy.

Types of roles

Shaper

Shapers as name suggests shape the team and move the team forward. They are motivating individuals that have clear goals and are natural leaders. Shapers find solutions when conflicts occur and are action-oriented people.

Implementer

Implementers are team members that help in maintaining manner and discipline in the team. They have a practical and logical approach. They are also action-oriented.

Completer

Completers are finishers are individuals who look for details and find perfection in the tasks and team. They are introverts and like to work but bring an important asset to the team of overlooking and producing high quality work.

Plant

Plants are creative thinkers, they have critical thinking skills and do brainstorming to give new ideas and goals to the team.

Plants fall in thought-oriented category.

Monitor

Monitor or evaluator is a problem solver of the team, they put their emotions on the side and works to solve problems of the team. They are very logical and very important asset to the team as they help in team strategies.

Specialist

Specialist is also thought oriented people and have deep knowledge. They help the team with their expertise and knowledge. They help provide new meanings to the task.

Coordinator

Coordinators as name suggests coordinates. They have the excellent communication skills and glues the team together by talking and motivating the team.

Team worker

Team worker are extroverts that listen to every members. They are friends with everyone and support each member. Their good listening skills help them build trust with team.

Resource investigator

This is the last team role which is resource investigator. They are marketing people who finds good resources for the team. They explore other set ups and workplaces and find potential opportunities.

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