

Effective Team Work and Communication

Group 3 (BMSW4002)

STUDENTS:

Jaime Martin De La Leona Hidalgo (2019142)

Marie Jandova (2020984)

Martin Dimitrov Naydenov (2022271)

Angel Moises Pichardo Garcia (2021158)

LECTURE:

Timothy Hopkins

Table of Contents

Marie – Introduction, Benefits of Team Work

Angel – Stage of Team development, Team roles

Martin – Managing Conflict

Jaime – Successful Team development

References

Introduction to Communication in Teams

- communication is the ability to pass on or share ideas and feelings effectively
- good communication skills and ability to work well with others are so important for successful team development
- **listening, speaking, observing and empathizing**

Why we need to develop strong communication skills ? Team working, understanding

- **Communication_skills** are **the most important**
- Communication - sharing information, **understanding of the feelings behind this information.**
- **Developing communication skills** can help us avoid conflicts, compromise and help in better decision making.

By improving communication skills, we can improve
TEAM WORK

So, what is teamwork?

- project, sport, or business work together to achieve a common goal.

“None of us is as smart as all of us.” -*Ken Blanchal*

(Don Tyler 2020)



Benefits of Team work

- Builds Trust
- Increasing productivity
- Learning from others
- Making risky less scary
- It provides a support network (members will help and rely on each other)
- It improves customer service
- It allows flexibility (better work life balance for employees)

By Dave Mattson | August 9, 2017

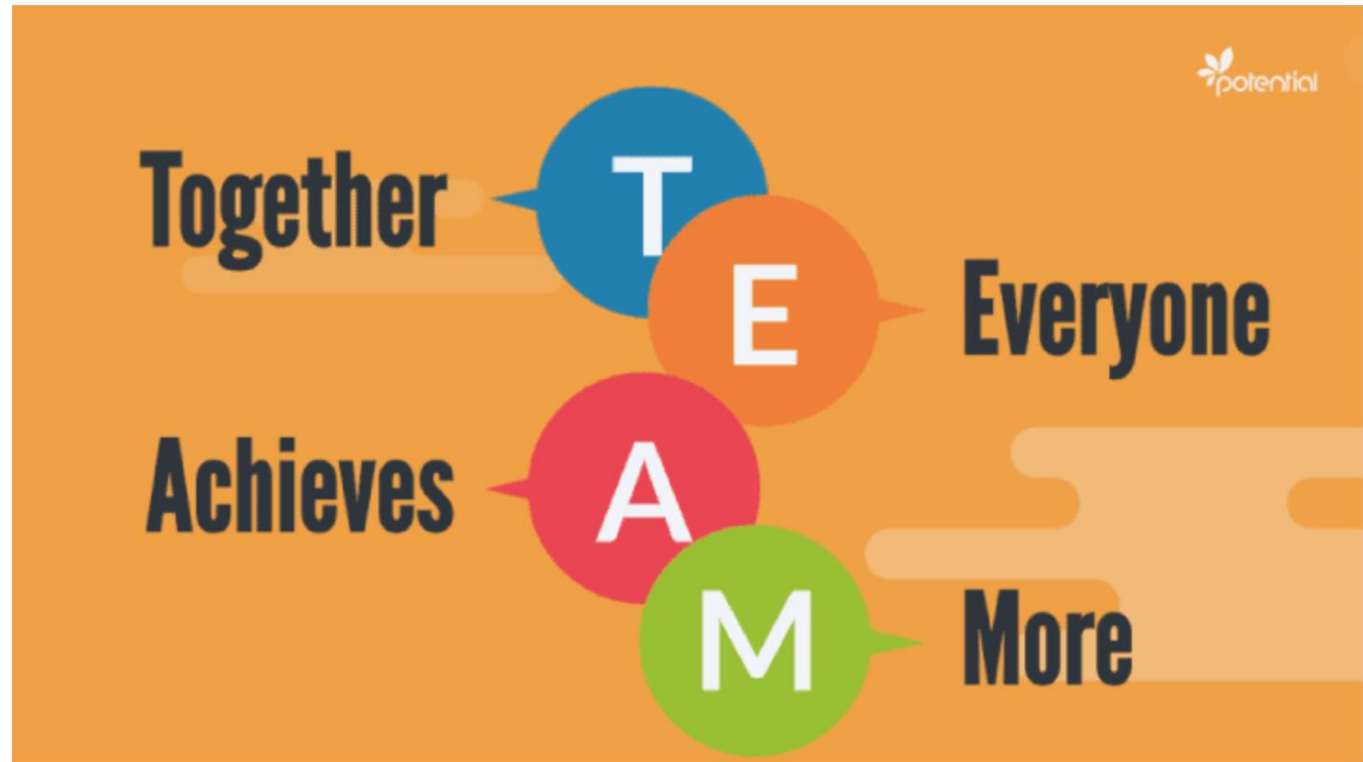


Team work improves productivity and brings better Business results

WHY?

by Potential Staff © Published on November 8, 2020

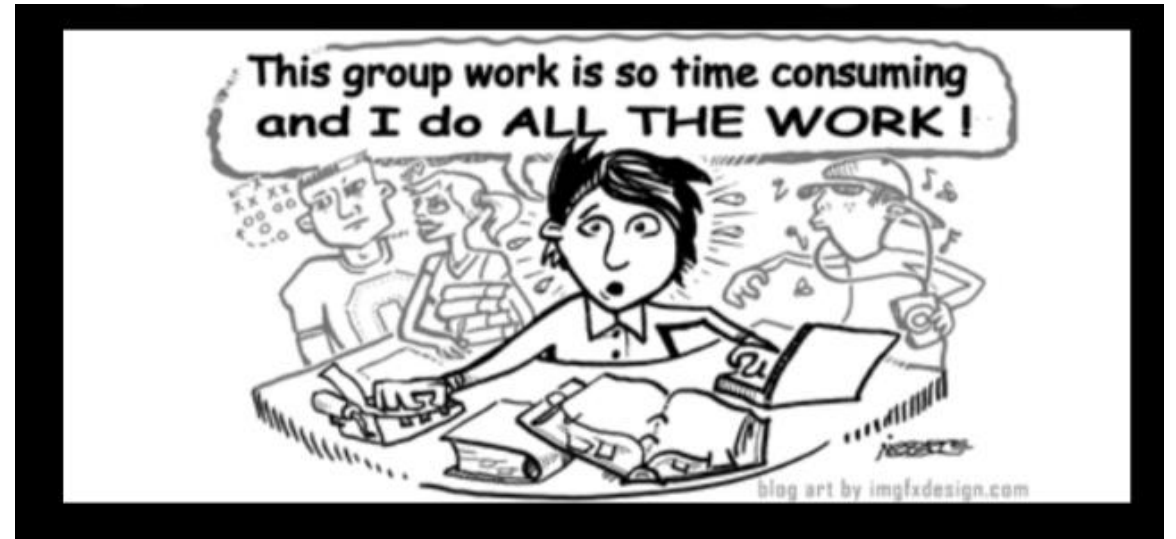
- More information
- More ideas
- More experience
- More skills



Problems with Teams

2010 by [paulheller](#)

- Lack of Commitment
- Poor leadership
- Loss of Productivity
- Competing
- Poor Communication
- Interpersonal Conflict



**THE STAGE OF TEAM
DEVELOPMENT ACCORDING
TO DR. BRUCE TUCKMAN
MODEL**

FORMING

❖ Polite

❖ Anxious

❖ Positive —

STORMING

- ❖ Background

- ❖ Interest

- ❖ Skills

NORMING

❖ Appreciation

❖ Help

❖ Progress

PERFORMING

❖ Achievements

❖ Care

❖ Results

ADJOURNING

- ❖ Reflection
 - ❖ Processes
 - ❖ Opportunity
-

Team Role Theory

Dr Meredith Belbin

Knowing each personality in a group, can
bring the team to a better performance.

THE 9 ROLES

❖ Coordinator

❖ Specialist

❖ Plant

❖ Implementer

❖ Resource Investigator

❖ Monitor / Evaluator

❖ Shaper

❖ Team Worker

❖ Completer / Finisher

SHAPER

- ❖ Strength: Ideas and creativity.
 - ❖ Weaknesses: Worries and
Ignore the superfluous.
 - ❖ Happen: Work alone.
-

IMPLEMENTER

- ❖ Strength: Disciplined and strategic .
 - ❖ Weaknesses: Do not take fast decision.
 - ❖ Happen: Plan don no change unless a certain success.
-

MONITO / EVALUATOR

- ❖ Strength: Ideas and creativity.

- ❖ Weaknesses:..

- ❖ Happen: A loner worker.

SPECIALIST

- ❖ Strength: Deep knowledge and helpful when required .
- ❖ Weaknesses: Can release information not required.
- ❖ Happen: A loner worker.



Effective Team Work.

Managing Conflict



Managing Conflict

- Managing Conflict is an essential guide for HR professionals.
- The first part of Managing Conflict covers the causes and costs of conflicts.
- It also includes conflict resolution toolkits for managers, HR teams, employees and unions to help tackle conflict and bullying at work.
- Packed with best practice case studies from major UK and global organizations, this is an indispensable guide for all HR professionals looking to resolve conflict in the workplace.

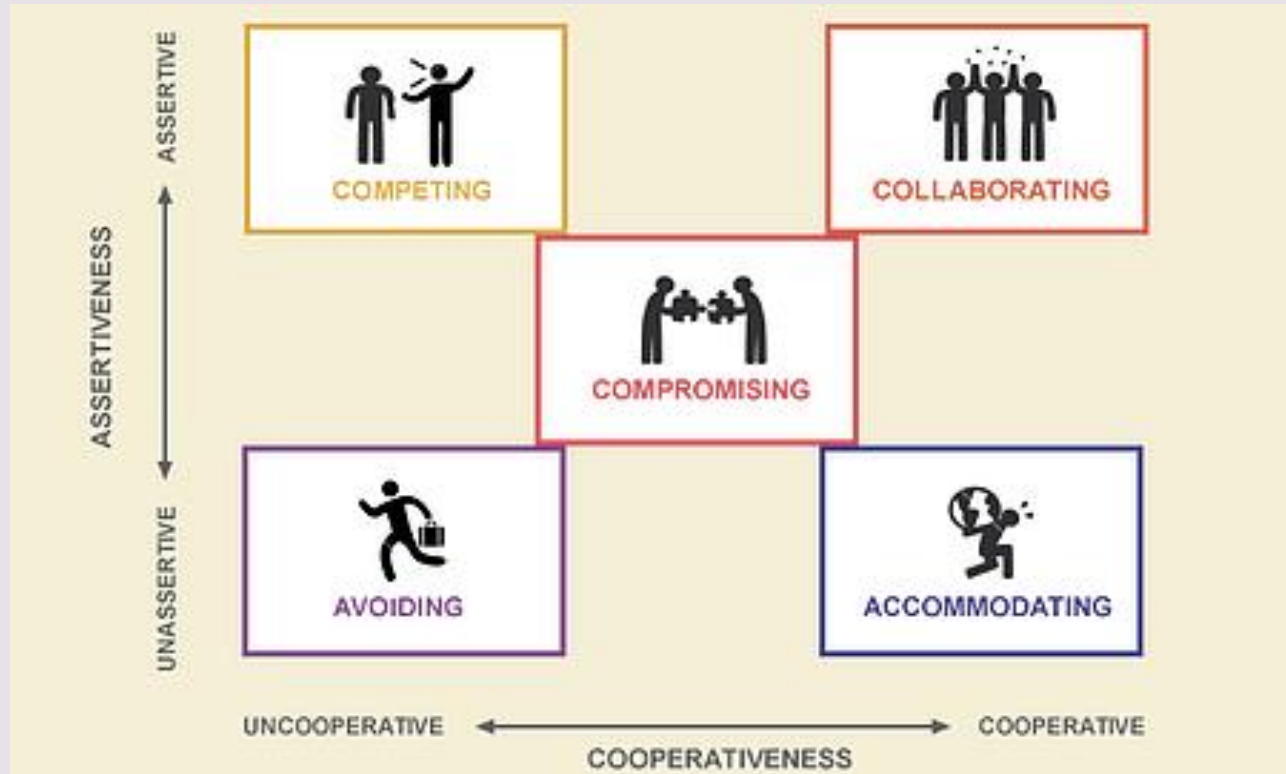


Reasons for conflicts

- 1. Poor communication
- 2. Two-faced colleagues
- 3. Clash in personalities
- 4. Competitiveness
- 5. Not doing the washing-up



Styles for Conflict Handling



- According to the Thomas-Kilmann Conflict Mode Instrument (TKI), , there are five major styles of conflict management.



Is the conflict good or bad thing?

- Even the conflict is known, as bad thing it have and advantages.
- It help to find a problems between colleagues and to resolve them.
- Improve the interpersonal Skills



BE AWARE OF HOW YOU WORK

- **LEADERSHIP SKILLS**

- People issues first
- Challenge and Encouragement
- Study case – 250 depth interviews
- Good leaders VS Outstanding leaders
- Trust
 - Be critical, know whom you lead.



(Bachelor, 2010)
(Llopis, 2012)

(Entrepreneur.com 2014)

GET TO KNOW THE REST OF THE TEAM

- How to maximize performance and results

Motivating – Caring – Understanding

- 1. **DELEGATE**
- 2. MAKE DECISIONS TOGETHER
- 3. DO NOT **MICROMANAGE**
- 4. **COMMUNICATE** EFFECTIVELY
- 5. GIVE AND SOLICIT FEEDBACK
- 6. HAVE A PURPOSE
- 7. **BE AUTHENTIC**
- 8. PURSUE CLEAR, ATTAINABLE GOALS
- 9. SUPPORT PROFESSIONAL DEVELOPMENT
- 10. SET AN EXAMPLE



(Business2community, 2020)

(Gavin, 2020)

CLEARLY DEFINE ROLES AND RESPONSABILITIES

- **FIND NATURAL TALENTS**

- 1. Convert a compliment into a job interview.
- 2. Examine how people think rather than just what they do.
- 3. Look at how people think rather than just what they do.
- 4. Inquire about people's hopes and dreams.

(DeMaio, 2009)

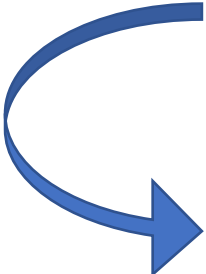


(Trainingindustry.com)

BE PROACTIVE WITH FEEDBACK, ACKNOWLEDGE AND REWARD

- A specific goal
- A sincere desire to accomplish that goal
- Positive Feedback and Negative Feedback

Sporadic, ambiguous,
or unrelated to specific
behaviours.



PSYCHOLOGY

(Porter, 2019)



(Aihr.com)



ALWAYS CELEBRATE SUCCESS

Celebration is a fleeting
activity. Don't dismiss it.

(ISTOCKPHOTO.COM)

(Lucas, 2019)

REFERENCES (Jaime Martin 2019142)

- Bachelor, L (2010) The secret of outstanding leadership. Available at: <https://www.theguardian.com/money/2010/jan/16/secret-of-outstanding-leadership> (Accessed 16 January 2010).
- DeMaio, S (2019) *How to identify Your Employees' Hidden Talents*. Available at: <https://hbr.org/2009/06/how-to-identify-your-employees.html> (Accessed 24 June 2009).
- Gavin, M (2020) *10 Tips to help you boost team performance*. Available at: <https://online.hbs.edu/blog/post/how-to-improve-team-performance> (Accessed 26 March 2020).
- Llopis, G (2012) 6 Ways Successful Teams are built to Last. Available at: <https://www.forbes.com/sites/glennllopis/2012/10/01/6-ways-successful-teams-are-built-to-last/?sh=419aa82c2b55> (Accessed 01 October 2012).
- Lucas, S (2019) *How to celebrate success at work*. Available at: <https://www.thebalancecareers.com/how-to-celebrate-success-at-work-4160403> (Accessed 03 September 2019).
- Porter, J. (2019) *How leaders can get Honest, Productive Feedback*. Available at: <https://hbr.org/2019/01/how-leaders-can-get-honest-productive-feedback> (Accessed 08 January 2019).

PICTURES REFERENCES

- Entrepreneur.com
- Business2community.com
- Trainingindustry.com
 - Aihhr.com
- Istockphoto.com

References (Marie Jandova 2020984)

Jouany V., Martic K., (2020) Top 5 Communication Skills and How to Improve Them [online] Available at: <https://blog.smarp.com/top-5-communication-skills-and-how-to-improve-them> (Accessed 17 August 2021).

Mattson D., (2017) **6 Benefits of Teamwork in the Workplace** [online] Available at: <https://www.sandler.com/blog/6-benefits-of-teamwork-in-the-workplace/> (Accessed 17 August 2021)

Royle C., (2020) 7 Advantages of Teamwork [online] Available at: https://www.intheloop.io/blog/advantages-of-teamwork/#Why_Were_Better_Together (Accessed 18 August 2021)

Maund, A. Shriek, M. and Tinkler, P.K (2017) *Certificate in Higher Education: Skills for the Workplace Student Yearbook*. Sage. London.

REFERENCES (Angel Moises 2021158)

- Mindtools.com. 2021. Forming, Storming, Norming, and Performing: Tuckman's Model for Nurturing a Team to High Performance. [online] Available at: https://www.mindtools.com/pages/article/newLDR_86.htm [Accessed 12 August 2021].
- Chapman, A., 2021. Tuckman: Forming, Storming, Norming, Performing model. [online] Businessballs.com. Available at: <https://www.businessballs.com/team-management/tuckman-forming-storming-norming-performing-model/> [Accessed 08 August 2021].
- Nursing Times. 2021. Teambuilding 1: How to build effective teams in healthcare | Nursing Times. [online] Available at: <https://www.nursingtimes.net/roles/nurse-managers/teambuilding-1-how-to-build-effective-teams-in-healthcare-30-03-2015> [Accessed 08 August 2021].
- Jones, A., 2021. (PDF) THE TUCKMAN'S MODEL IMPLEMENTATION, EFFECT, AND ANALYSIS & THE NEW DEVELOPMENT OF JONES LSI MODEL ON A SMALL GROUP. [online] ResearchGate. Available at: <https://www.researchgate.net> [Accessed 06 August 2021].
- Cassidy, K., 2021. Tuckman Revisited: Proposing a New Model of Group Development for Practitioners - Kate Cassidy, 2007. [online] SAGE Journals. Available at: <https://journals.sagepub.com/doi/abs/10.1177/105382590702900318?journalCode=jeea> [Accessed 16 August 2021].
- Belbin.com. [2021]. The Nine Belbin Team Roles. [online] Available at: <https://www.belbin.com/about/belbin-team-roles> [Accessed 18 August 2021].
- Indeed.com. [2021]. [online] Available at: <https://www.indeed.com/career-advice/career-development/belbin-team-roles> [Accessed 19 August 2021].

References (Martin Dimitrov 2022271)

- <https://realbusiness.co.uk/top-10-causes-of-work-place-conflict>
- <https://learn.g2.com/conflict-management-styles>
- Liddle, D., n.d. *Managing conflict*.
- [Managing Conflict: A Practical Guide to Resolution in the Workplace](#)

