

Module: Effective Teamwork and Communication

**Assessment Title: Assessment 1
Effective Teamwork and
Communication.**

Module Code: BMSW4002

Lecturer: Charles Oham

Student Name: Denis Vladut Dediu (2011014)

TABLE OF CONTENTS

EXECUTIVE SUMMARY	3
INTRODUCTION	3
I-COMMUNICATION SKILLS	3/4
II-PROBLEM SOLVING SKILLS	4/5
III-LISTENING SKILLS	5
IV-CONFLICT MANAGEMENT SKILLS	5
V-POSITIVE ATTITUDE	6
VI-FLEXIBILITY	6
CONCLUSION	6/7
REFERENCE LIST	7

Executive Summary

The scope of this practical Portfolio is to underline the importance of professional skills when collaboration with individuals under the same employer. The aim is to reunite a description of each key quality and behaviour that should be undertaken for creating an effective work environment. In order to examine those aspects, secondary data analysis has been conducted and supported by academic references only for reliability purposes (Cowton, 1998). Definitions, case studies, and recommendations have been provided for a larger investigation into each skill's significance.

Introduction

The topic of this Portfolio is about teamworking and team member's communication in daily activities. The workplace environment needs to be comfortable and professional, and this could only be achieved if every employee works together to prosper and increase performance. It is important to understand what a team needs to succeed and how it can become successful and having a better understanding of what is expected from their job role. The Portfolio will first give a generic definition of each skill illustrated by different scenarios where the skills have been placed in practice and the outcome was successful. Moreover, recommendations have been provided for further improvement. The aim is to deliver an overall knowledge which every team member should poses to make their working environment the most effective. The skills mentioned represents key basic abilities that most professional would be expecting when hiring candidates (Carnevale, Gainer, Meltzer, 1988). The first skill that will be presented is communication has it is one of the fundamental qualities required, then, the problem-solving approach. In a third point, the listening skill and conflict management will be analysed. The following points are positive attitude and flexibility. Furthermore, this piece of work will be concluded with some recommendations for future implementation.

I-Communication Skills

When it comes to working in teams, one of the most important aspects of it is communication. Effective team communication could bring the valuable environment in a team development (Fielding, 2006). Team members may share their opinions or explain their ideas to others with the aid of good communication. It clarifies ambiguity and suggests ways to strengthen points in order to achieve shared goals. If team members are not able to provide good communication skills it could generate a negative factor for the future of the company. Some examples of poor

communication is when the employee forgot to mention important information about a guest that has complained earlier on the day during the handover meeting. Because of that, the following team which is taking over for the day will not know what to expect and this could give a poor image for the company in the eyes of the customer who will feel left aside and not fairly consider as the issues raised would not seem important enough for the employees to be resolved. A simple solution would be to write down every event that had to occur throughout the day, as it is important in case of forgetting there will be a reminder as very detail is important (Polit, Mystek, Błasiak, 2021). Another example of miss communication is when writing an email which can be challenging to decipher. In this case, the receiver will be left confused and will have more questions than before receiving the correspondence. An easy way to resolve this matter is to express the situation as clearly as possible, re-read the content that is about to be sent, and try to act as the receiver. Ways to improve communication skills would be to not neglect critical software skills, to collaborate well with remote teams, and engage in presentations that will provide the necessary experience.

II-Problem-Solving Skills

Problem-solving skills have always been important in many professions (Mourtos, Okamoto, Rhee, 2004). Members should find ways to fix any issues or barriers that could stand in their way of reaching their goals. To deal with a problem and overcome it in a professional way, knowledge and experience are needed. Those types of problems can arise when there is a poor balance between personal and professional life. It is challenging for some employees to create a barrier that will help them resolve problems quickly and efficiently. The workplace should be a friendly environment for everyone. If a team member is not feeling at his best, his colleagues should try to communicate and understand what is causing this issue and support him. Team members will become more confident and will find easier ways to resolve a problem through experience. For example, if a team member is having an issue, it is essential to think ahead for a solution, how it could easily be achieved, and the outcome the plan (Simon, 1975). In the next example, the analysis will focus on an employee and his colleague creating problems in the lobby area of a hotel. The employee is trying to calm down the raging and angry team member that has just found a valuable item has disappeared from the locker inside of the changing room. The colleague is blaming the housekeeping department, informing the employee that the respective team was the last ones who exited the room. The team member is remaining calm, trying to empathize, and has been apologizing for the inconvenience and assures the team member that none of the employees of the property will incite theft. The annoyed colleague is offered a complimentary paid day of holiday on behalf of the manager until further investigation is offered. Some ways to improve problem-solving skills could be

observing how others solve problems, practicing different methods, and undergoing a training course on problem-solving.

III-Listening Skills

“Only by having understood the other person's point of view will be able to reply to him with the appropriate response or advice” (Liubinienė, 2009). When working in a team, it is very important to possess listening skills. Understanding what a colleague, manager, a client is saying is key to resolving problems. All leaders should be able to understand team members, help if an issue should arise, guide where confusion exists, celebrate when successful. For the next example, a team member's work attitude has decreased drastically compared to the beginning stage. The manager has observed the situation thoroughly and saw the change. A meeting between the two has been planned so the manager could understand what the cause of this downgrade is. By having a ten-minute quick chat to catch up on work-life, personal life and to also show support available. Because of good listening skills, the manager was able to understand what the cause of the employee's problem was and offered advice on how to resolve it. A week later the team member's score has risen back to the original. Ways to improve listening skills are to ameliorate the immediate and short-term memory, expand the comfort zone and develop assertiveness (Brownell, 2015).

IV-Conflict Management Skills

It is called "conflict management" because the expectation is to be hostile, aggressive behaviour from all parties involved in a discussion or issue, and some kind of moderation is required for things to work out (Swinton, 2008). Conflict can arise very easily when there are more than five people in a team with reasons like age difference, personality difference, and different ideas or opinions. One example of conflict in the workplace is when a new employee has recently started to work with the company, two current team members could have varied opinions about the newest asset. One could see him as a hardworking asset for the team and company, appreciating the fact that the team is expanding further. The other employee could see the new team member as a disgrace, someone that could challenge his position. That the managers do not believe the current team is good enough. The best way to improve in the avoidance of conflict would be to understand the difference between personal life and professional life. (Clove, Goldsmith, Cloke, 2000). As long as there is a barrier between those two, conflicts will not appear as often as they do. Moreover, if team members respect each other's opinions, try to understand, and offer help to one another, there will be less opportunity for conflict (Lacey, 2000).

V-Positive Attitude

Employees should maintain a good attitude and actively work to achieve their goals (Katsaros, Nicolaidis, 2012). In a company, the most important mission is to maintain a positive attitude all through. For the company to grow and succeed it is important to keep the employees satisfied, introduce interactive activities which will stimulate a positive attitude and increase productivity in task performance and job satisfaction (Choi, Kwon, Kim, 2013). The next example will focus on one employee's positive attitude and the outcome it brought. After a tough period for the business, a lot of individuals have been affected and have started to work with a negative attitude towards the future. One employee has not taken this road and continued with a positive mindset to achieve the goal settled. The company started to put itself again in a good situation and it was the result of only one positive mindset that changed the rest of the team mindset. Ways to improve a positive attitude in the workplace would be to create a routine for the day, be nice to other people, and fill your mind with positive input.

VI-Flexibility

Flexibility is a key element in securing a family-friendly workplace (Holt, Thaulow, 1996). Being a flexible person is not only a skill that will help in the team development and act on the team's interest, but it will also attract the employer when it comes to the interviewing stage and will help to acquire trust during the probation stage. A good example of proactive behaviour towards the company is when an employee is asked by the managers to come earlier on a busy day at the restaurant and the employee has not only come earlier but also left later than expected, which was observed by the employers who have rewarded the devotion. Some ways to improve one's flexibility are to plan ahead which will easily conclude whether the team member is available or not; to stay calm and be open-minded in case the situation might instigate.

Conclusion

After carefully analysing what will create the most adequate work environment, the next skills have been found to be the ones that every employee should possess in order to work in a team successfully. Working in a team could become a challenge for someone that is inexperienced and might find a challenging time adapting to the workplace becomes more like a chore. There are several aspects that team members must possess and apply when working together in order to achieve a successful team. Reliability, goal-orientees, strong

communication skills, guidance, balanced roles, listening capacity, and appreciation are among these factors. Although some of these variables could be neglected, their absence can have a significant impact on the team's ability to collaborate. As a result, it is essential considering remembering that each skill is equally important and relevant.

References

- Beyer, B.K., (1985). Critical Thinking: What Is It?. *Social education*, pp.270-76.
- Brownell, J., (2015). *Listening: Attitudes, Principles, and Skills (Subscription)*. Routledge.
- Carnevale, A.P., Gainer, L.J. and Meltzer, A.S., (1988). *Workplace basics: The skills employers want*. American Society for Training & Development.
- Choi, Y.G., Kwon, J. and Kim, W., (2013). Effects of attitudes vs experience of workplace fun on employee behaviors. *International Journal of Contemporary Hospitality Management*.
- Cloke, K., Goldsmith, J. and Cloke, K., (2000). *Resolving conflicts at work*. San Francisco, CA: Jossey-Bass.
- Cowton, C.J. (1998) 'The use of secondary data in business ethics research', *Journal of Business Ethics*, pp. 423– 34.
- Fielding, M., (2006). *Effective communication in organisations*. Juta and Company Ltd.
- Holt, H. and Thaulow, I., (1996). Formal and informal flexibility in the workplace. *The work-family challenge: Rethinking employment*, pp.79-92.
- Katsaros, K.K. and Nicolaidis, C.S., (2012). Personal traits, emotions, and attitudes in the workplace: Their effect on managers' tolerance of ambiguity. *The Psychologist-Manager Journal*, pp.37-55.
- Lacey, H., (2000). How to resolve conflict in the workplace. *Industrial Management & Data Systems*.
- Liubinienė, V., (2009). Developing listening skills in CLI. *Kalby studijos*, (15), pp.89-93.
- Mourtos, N.J., Okamoto, N.D. and Rhee, J., (2004), February. Defining, teaching, and assessing problem solving skills. In *7th UICEE Annual Conference on Engineering Education* (pp. 1-5).
- Polit, A., Mystek, P. and Błasiak, E., (2021). Every Detail Matters. That Is, How the Interaction between Gα Proteins and Membrane Affects Their Function. *Membranes*, p.222.

Simon, H.A., (1975). The functional equivalence of problem solving skills. *Cognitive psychology*, pp.268-288.

Swinton, L., (2008). Workplace Conflict Management: Strategy for Successful Resolution. *Retrieved*, p.12.