



Effective Teamwork and Communication



(BMSW4002_LON)



INTRODUCTION



- Teamwork is the collaborative problem-solving factor.
- Team development will also help to reduce conflicts in the workplace.
- Communication skills among team members are also playing an important role to manage the information flow among the team.
- Sharing individual ideas and responsibilities that help to complete tasks.

MANAGING CONFLICTS

Presented By: Farida Ahmed(2123556)

- You have to identify the source of conflicts.
- As a team leader, you have to investigate the conflict situation (Bhayana, Gupta & Sharda, 2021).
- Listening to every individual team member to reach out the solution.
- Conduct formal and private team meetings to meet common goals.



REFERENCE LIST

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- Gerpott, F. H., Lehmann-Willenbrock, N., Voelpel, S. C., & Van Vugt, M. (2019). It's not just what is said, but when it's said: A temporal account of verbal behaviours and emergent leadership in self-managed teams. *Academy of Management Journal*, 62(3), 717-738. Retrieved From: <https://professormarkvanvugt.com/images/amj2019mvv.pdf>
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The background features a light gray gradient with a cluster of white and light gray icons. These icons include several interlocking gears of different sizes and a central lightbulb, symbolizing teamwork, mechanics, and ideas.

Successful team development

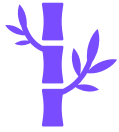
Effective team development is a combination of process, action, and growing the self-knowledge of everyone in the team.

Prsented By : Emilly Mishell Delgado Faz (2125661)

All groups are composed of individuals with different needs, communication styles, and working practices. When bringing those individuals together and engaging in team development, leaders will need to find ways to help everyone work together effectively and grow as individuals and as a group.



Stages of Team Development



Forming



Storming



Norming



Performing



Adjourning

Forming

The team gets to know one another and starts to establish working patterns.

- Help a team get to know each other
- Build relationship
- Clarify team purpose
- Set individual roles and expectations



Storming

Interpersonal conflicts can arise as the team grows accustomed to how everyone works.

- Improve team communication
- Articulate team and individual needs
- Agree on how to handle conflict productively



Norming

The team begins to settle into a productive workflow and normality is established.

- Build team spirit
- Give the group room to grow
- Surface and analyse problems effectively



Performing

Conflicts have been resolved , processes are in place , and the team is working at peak performance.

- Capture and documents learning points
- Continue to build team spirit (yes ,again)
- Encourage proactivity and autonomy



Adjourning

The project or team comes to a close and the group is disbanded or repurposed.

- Reflect and collect learning points
- Celebrate one another



TEAM ROLES

Presented by :

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- Teams might be divided into four main groups such as project team, operational team, self-managed team and virtual teams (Gerpott et al., 2019).
- Dividing or explaining individual roles and responsibilities among team members is important.
- It will reduce work-related confusion among team members.
- Through communicating with the team, you have to decide which job roles will suit them.

Belbin Team Roles



Monitor Evaluator

- Analyses concepts, considers alternatives

Teamworker

- Establishes connection and watches over group cohesion

Implementer

- Performs action in accordance with the predetermined strategy

Finisher

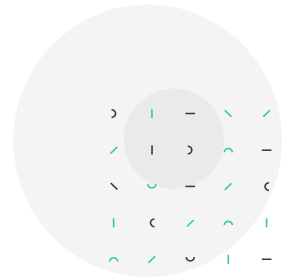
- Recognizes mistakes

Specialist

- Helps those in need by making available rare information and abilities

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Stages of Team Development

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Stage 1: Forming

- The team meets for the first time with their members.
- The skills and knowledge of each team members are highlighted.
- Proper details about the team project are provided to the team members.
- Rules and responsibilities of team members are allocated.



Figure 1
Source:(Clark, 2021)

Stage 2: Storming



Figure 2

Source:(Aquino, et al.,2022)

- Sharing of ideas and opinion among the team members take place.
- This is an opportunity to become accepted by the team members.
- Team leader motivate the team members (Aquino, et al.,2022).
- Various measures are undertaken for effective communication.
- This is the second stage of team development.

Stage 3: Norming

- All the team members have idea regarding how to work together.
- There exists no internal competition (Clark, 2021).
- The goals and responsibilities of the team members are clear.
- Team members work efficiently and share the ideas.
- Team members listen to the feedbacks for achieving their goals.



Figure 3

Source:(Serenhov, and Kaldera Holu Pathiranage, 2021)

Stage 4: Performing



- In this stage there is high level of cohesion.
- Maximum level of Trust prevails among the team members.
- All the team members function effectively and do not require oversight from the leaders (Serenhov, and Kaldera Holu Pathirana, 2021).
- Various issues take place and strategies are designed to overcome them.
- Proper progress of the performance level is undertaken.

Figure 4
Source:(Clark, 2021)



CONCLUSION



- Team working and communication are the most important factors in managing workplace conflicts.
- Dividing team roles and responsibilities among team members will also help to reduce conflicts.
- Understanding individual roles and responsibilities of individual roles and responsibilities for managing challenges in the workplace.

Stage 5: Termination

- This is the last stage of team development.
- This stage indicates the completion of a particular project and the debriefing.
- All the improvements and recognition associated with the projects are provided.
- All the team members move towards another new project (Aquino, et al.,2022).
- Measures to be undertaken for improvement in the future projects are determined.



Figure 5
Source:(Aquino, et al.,2022)

Reference Slide

Aquino, J.F., Riss, R.R., Multerer, S.M., Mogilner, L.N. and Turner, T.L., (2022). A step-by-step guide for mentors to facilitate team building and communication in virtual teams. *Medical Education Online*, 27(1), p.2094529.

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Serenhov, O. and Kaldera Holu Pathiranage, P.P., (2021). Team Development in Global Virtual Teams: Application of Tuckman's Team Development model.