

CERTHE SKILLS FOR THE WORKPLACE

NAME :KENNEDY NGANGA KAMAU 2018117

-BENEFITS OF TEAM WORKING

-TEAM ROLES

:KEHINDE PIUS KALOWOLE 2017909

-MANAGING CONFLICT

- SUCCESSFUL TEAM DEVELOPMENT

:HANANE AFAILAL TRIBAK 2017977

-STAGES OF TEAM DEVELOPMENT

MODULE CODE :BMSW4002

TITLE :EFFECTIVE TEAM WORK AND COMMUNICATION ASSESSMENT 2

LECTURERS NAME :RITA UKACHI-LOIS





INTRODUCING
EFFECTIVE
TEAM
WORKING.

BENEFITS OF TEAM WORKING

1. Productivity Boost
2. Enables Flexibility
3. Establishes Strong Relationships
4. Improves Morale
5. Facilitates Career Progress

6. Expands Professional Network

7. Support Network

8. Increases Skills and Knowledge

9. Teaches conflict resolution skills

10. Teamwork encourages taking healthy risks

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- “We live in cities which are evidence of teamwork. We build companies which are evidence of teamwork. We watch sports which are evidence of teamwork. In our search for “self made” billionaires and tech icons to fawn over, I think we’ve really forgotten that almost everything we do is actually in teams.”
 - Cody Royle

STAGE OF TEAM DEVELOPMENT

- Every team work must go through the stages of team development
- 1965 Bruce tuckman developed a module to overcome the obstacles facing team building [4 stages]
- 1977 tuckman in conjunction with other researcher added a fifth stage of model [adjourning]

5 STAGES OF TEAM DEVELOPMENT

- 1 - Forming : getting to know each other
- 2 - Storming : Members are testing the boundaries of the team
- 3 - Norming : Team members trust and respect each other
- 4 - Performing : High levels of trust respect and motivation
- 5 - Adjourning : Team finalizes their work

TEAM ROLES

1. Plants
2. Resource investigator
3. Co-ordinator
4. Shaper
5. Team worker
6. Monitor evaluator

7.Implementer

8.Completer

9.Specialist

“If everyone is moving forward together, then success takes care of itself.” – Henry Ford

MANAGING CONFLICT

- Talk to the other person
- Listen carefully
- Identify points of agreement and disagreement
- Follow through on your plans

SUCCESSFUL TEAM DEVELOPMENT

- Get to know the rest of the team
- Always celebrate success
- Clearly define roles and responsibilities

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