

Effective Team Work and Communication (BMSW4002)

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Benefits of the team working



Definition of a team

- ④ A team is not formed with an individual but with a group of people.
- ④ The team is formed to accomplish a definite goal (Van der Hoek et al., 2018).
- ④ The purpose of the team helps the members towards achieving their own objectives.
- ④ Communication and time -management lead to the need for a team.

Types of teams

- ⦿ A good team that is well-planned and structured improves the motivational level of the members.
- ⦿ Teams can be categorised as - Functional teams, Self-managed teams, cross-functional teams, task-force teams, project teams and trouble-shooting teams.

Benefits of working in a team

- ① Teamwork always provides more benefits rather than some limitations.
- ② It helps in bringing the different skills of the individuals to achieve a common purpose.
- ③ It helps in building trust among individuals with improved understanding.
- ④ The members are also motivated to take risks while accomplishing a project.
- ⑤ The members share their different thoughts and ideas leading to more creativity.

Drawbacks of working in a team

- ⦿ Members often try to dominate each other.
- ⦿ Unequal distribution of the work or labour.
- ⦿ Work conflicts may arise (Rysavy, M.D. and Michalak, R., 2020).
- ⦿ More competition in the workplace.
- ⦿ Loss of resources due to a number of responsibilities.
- ⦿ Challenges may arise in the organisation that need proper management.

Effective team

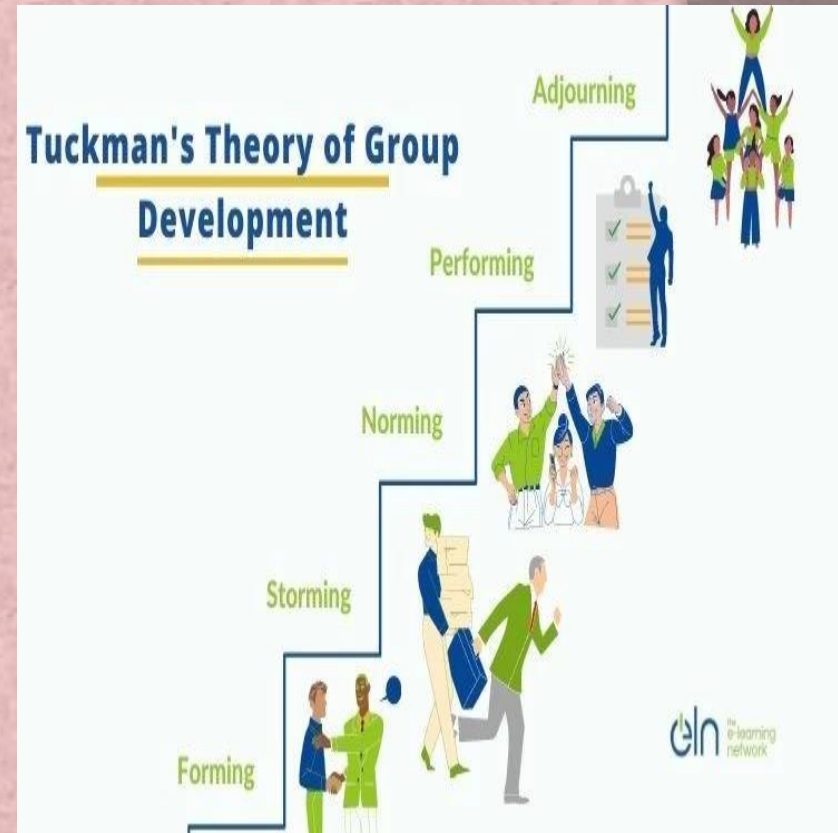
- ① The members have to come together to accomplish the goal.
- ② The goals should be practical, rational and measurable.
- ③ Their commitment to the team and the workplace should affect the attainment of the goals.
- ④ The members should be encouraged to open communication.

Stages of team development



Discussion of the Tuckman's theory of team development

- Bruce Tuckman, a psychologist was the first person to create a theory on the development of a team.
- Each of the stages is run through for any decisions in any type of organisation (Houldsworth, A., 2018).



Importance of team building

- ◎ It helps to build a unit of stronger employees.
- ◎ It increases employee motivation and productivity.
- ◎ Build respect for each other in the team.
- ◎ The theory helps in increasing the team's cohesiveness.
- ◎ Outcomes can be reviewed for further improvement.

Factors for productive team development

- ⦿ Certain elements are important in the development of an effective team.
- ⦿ Effective communication.
- ⦿ Better delegation.
- ⦿ Efficient systems.
- ⦿ Creativity.
- ⦿ Support system.

Advantages of team development theory

- ⦿ It helps to understand the reason for the team development.
- ⦿ It helps to identify the different problems faced by the team members.
- ⦿ It helps to face the problems in the different stages and develop a solution.
- ⦿ It is a useful tool for group development analysis.
- ⦿ It enhances group communication.

Ineffectiveness of the Tuckman's Theory

- ⦿ Difficult to maintain all the stages at a time.
- ⦿ Besides the workplace, group formation is also ineffective for academic purposes where students often have different ideas to share and contribute (Cormack et al., 2018).
- ⦿ Solutions to the different problems cannot find out instantly.
- ⦿ It is somewhat incomplete as the theory fails to explain the failure of the stages.

Team Roles



Definition of team roles

- ① Team role can be defined as understanding the strength of the team.
- ① Determination of the goal and purpose of the assignment is fixed by a team.
- ① The position on discussing prioritised matters is explained.
- ① Working collaboratively under the leadership towards a common perspective.

Belbin's Theory on Team Roles

- Belbin's theory of the team role has focused on the behaviour and contribution of the team members.
- The team members have the tenacity to create interrelationships in a specific way.
- Belbin's theory describes three action-oriented roles.
- This theory has also described three people-oriented roles and three cerebral roles.



Need for the theory

- Belbin's team roles have been initiated to play the social roles.
- By describing cerebral roles, it has projected the thinking management of the organisation.
- In the action-oriented roles, executive team members' job roles have been defined.
- Through Belbin's theory, team members can individually evaluate their strengths and weaknesses (Boone et al., 2022).
- It is important to respect and understand the improvement parameters of the team members.

Strengths and weaknesses of the theory

- ⦿ This theory describes all the levels of performance within its 9 types of job roles (Nair, 2020).
- ⦿ The purpose of the theory is to peak internal consistency.
- ⦿ People can understand their merits and demerits through this theory.
- ⦿ This theory lacks evidence to validate the same.
- ⦿ Many times, Belbin's theory has not worked properly to correlate among the team members.

Potential benefits of the theory

- ① The team members get clarity in their job roles.
- ② It helps to improve energy and communication power.
- ③ By grouping job roles, equal importance to each responsibility is given (Gander et al., 2018).
- ④ Proper distribution of job roles helps in organisational structuring.

Managing Conflict



Definition of conflict management

- ⦿ Conflict management is the process of handling disagreements.
- ⦿ This process is initiated to resolve disputes among the team members.
- ⦿ Negative vibes within the team are minimised with conflict management.
- ⦿ Team bonding and work efficiency are accelerated by conflict management.

Skills required for managing conflict

- ◎ Active listening skills are highly required to manage conflicts.
- ◎ Ways of team collaboration need to be at the fingertips.
- ◎ Effective communication power is required.
- ◎ The use of emotional intelligence needs to be known (John-Eke and Akintokunbo, 2020).
- ◎ Quality of problem-solving is necessary.

Need for conflict management

- ⦿ Conflict management is positioned to create team bonding.
- ⦿ High productivity is assured by conflict management.
- ⦿ Innovative ideas during the project completion are created.
- ⦿ The interrelationship is maintained by conflict management (Wobodo, 2019).
- ⦿ The nature of problem-solving and decision making is ensured

Ways for managing conflict

- ⦿ Listening to the team members to understand the problems.
- ⦿ Setting priority on the conflict issues to value the team members.
- ⦿ Identifying important issues separately for the disagreements and agreements of the team members.
- ⦿ Strategic planning to exercise on the conflicts.
- ⦿ Involving team members to understand the succession of the plan.

Theories on Conflict management

- ⦿ The traditional theory is involved in handling the conflicts.
- ⦿ Here people are considered troublemakers.
- ⦿ Modern theories of conflict management are also introduced.
- ⦿ It suggests that the conflict is a natural human reaction when they are in a group.

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