

University of
Wales
Trinity Saint
David
London
Campus

**Effective Team Working and
Communication
(BMSW4002_LON)**

- Vivian Dimishkovska (2010776)
- Valeria Varga (200456)
- Patricia Chirvase (2010291)
- Nurhayat Osman (2009046)

Tutor's name: Charles Oham



Benefits of Team Working

Vivian Dimishkovska (2010776)

TEAMS



- What is a team?

- What makes a good team?

*Babington and Farell
(1979)*

Empirical survey findings:

- Increased knowledge
- Improved work relations
- Increased influence over work organization
- Greater awareness of work environment

Bradley and Hill (1983)



Top 6 benefits from teamwork:

- Creativity and Learning
- Complementary Strengths
- Builds Trust
- Conflict Resolution
- Promotes Ownership
- Encourages Healthy Risk-Taking

Mattson (2019)





STAGES OF TEAM DEVELOPMENT



Based on Tuckman theory
Valeria Varga (200456)

First stage Forming



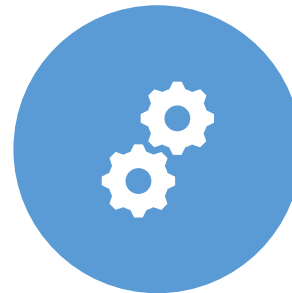
First meeting



Little
communication



Polite behavior



Frameworks

Second stage Storming

- Interpersonal conflicts
- Turbulent period
- Disappointments
- Conflict management



Third stage Norming

**New norms
and new
roles**

**Internal
balance**

**Group
structure**

Activity

**Group
identity**

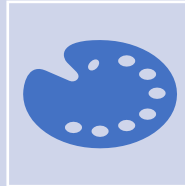
Fourth stage Performing



Group energies are positive



Problems are solved



Creative work

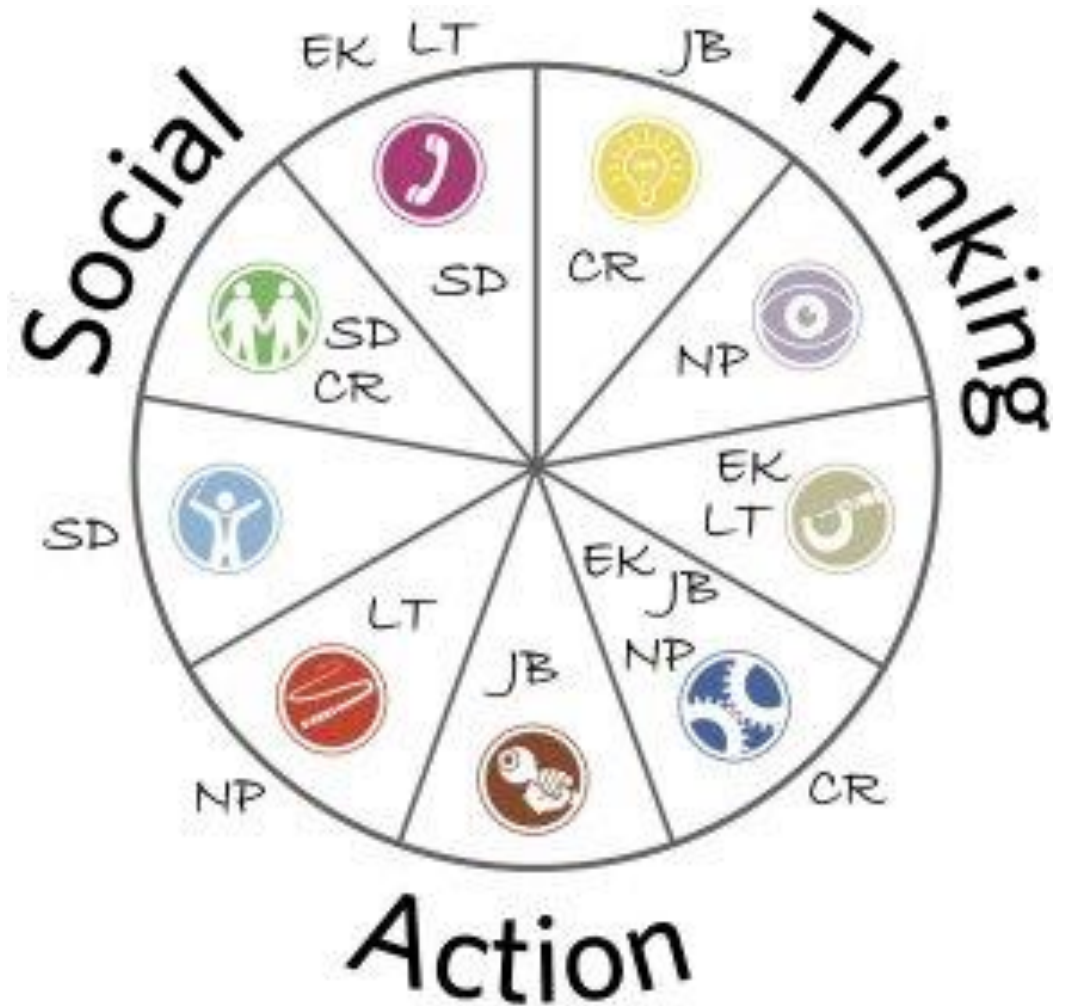
Fifth stage Adjourning

- The project is closed
- The achieved result are done
- The conclusions are summarized
- The team is formally terminated.



Belbin Team Role

- The Monitor Evaluator
- The Specialist
- The Plant The Shaper
- The implementer
- The Completer
- The Coordinator
- The team worker



Situation Leadership Roles

Hersey-Blanchard Situational Leadership Theory		
	Task Behaviors	
	Low	High
High	Participating Style Shares Ideas <i>(Followers able, unwilling, not confident)</i>	Selling Style Explain Decisions <i>(Followers unable, willing, confident)</i>
Low	Delegating Style Turn over decisions <i>(Followers able, willing, confident)</i>	Telling Style Give Instructions <i>(Followers unable, unwilling, not confident)</i>

4 levels of maturity of the team

Managing Conflict

Patricia Chirvase (2010291)





CONFLICT

Why conflict emerges?

- Communication factors
- Structural Factors
- Personal Factors

Varney (1989)

Conflict can be

Constructive



Highlights
issues



Promotes
communication



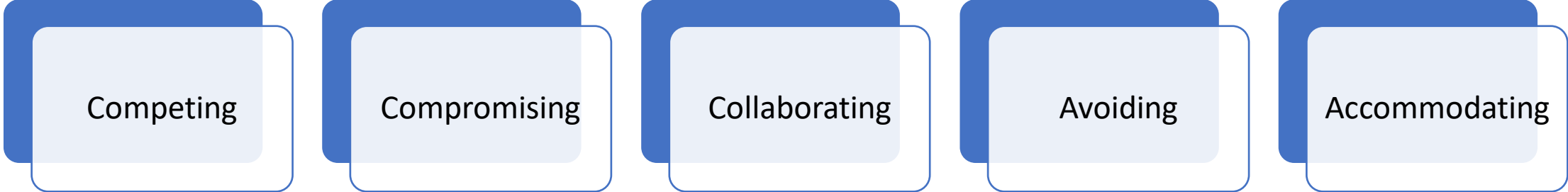
Both sides
acknowledg
e each other

Destructive

- Over criticizing
- Bullying
- Harassment

How can we manage disputes?

Thomas-Kilmann



The diagram consists of five identical rectangular boxes arranged horizontally. Each box has a light blue background and a dark blue border. The text is centered within each box.

Competing

Compromising

Collaborating

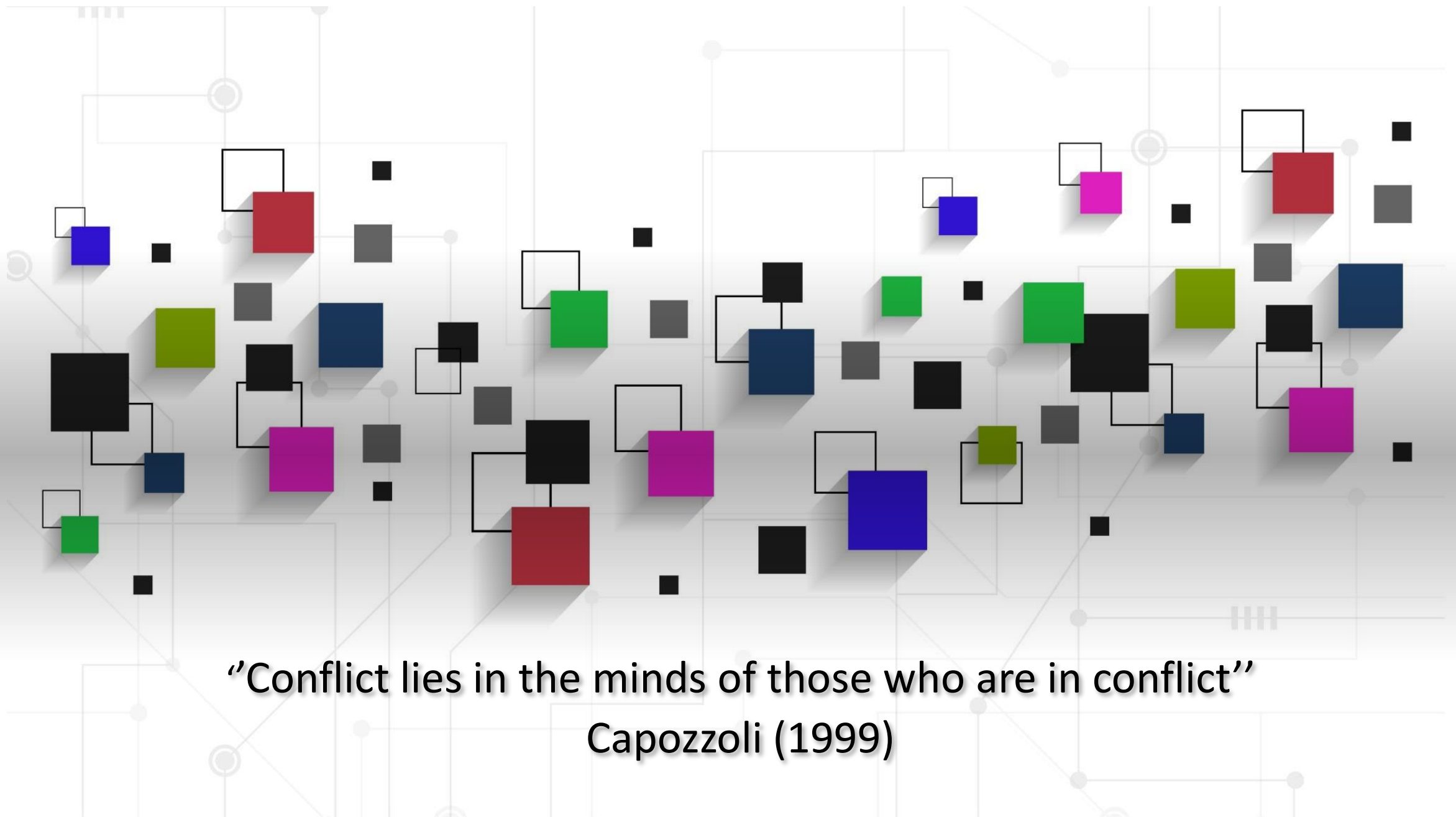
Avoiding

Accommodating

Victor-Borisoff

- Assessment
- Acknowledgement
- Attitude
- Action
- Analysis





“Conflict lies in the minds of those who are in conflict”
Capozzoli (1999)

Successful team development

Nurhayat Osman - 2009046





! DELEGATE !

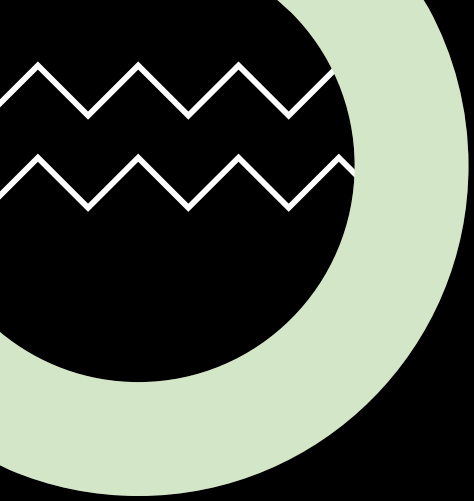


**GOALS &
OBJECTIVE**



10 Steps in Building a Strong Team

- 1. Understand responsibilities.**
- 2. Cover the Belbin Roles**
- 3. Share common goals.**
- 4. Deal with change.**
- 5. Deal with conflict.**



6. Share Information

7. Share ideas

8. Develop trust

9. Adapt

10. Socialise





— INDIVIDUALLY, WE
ARE ONE DROP.
TOGETHER, WE ARE
AN OCEAN

Happy 360
Coaching
HAPPY360.COM

This is a way how team members
to trust each other and perform as
a team.

- Thank you for
attention!



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