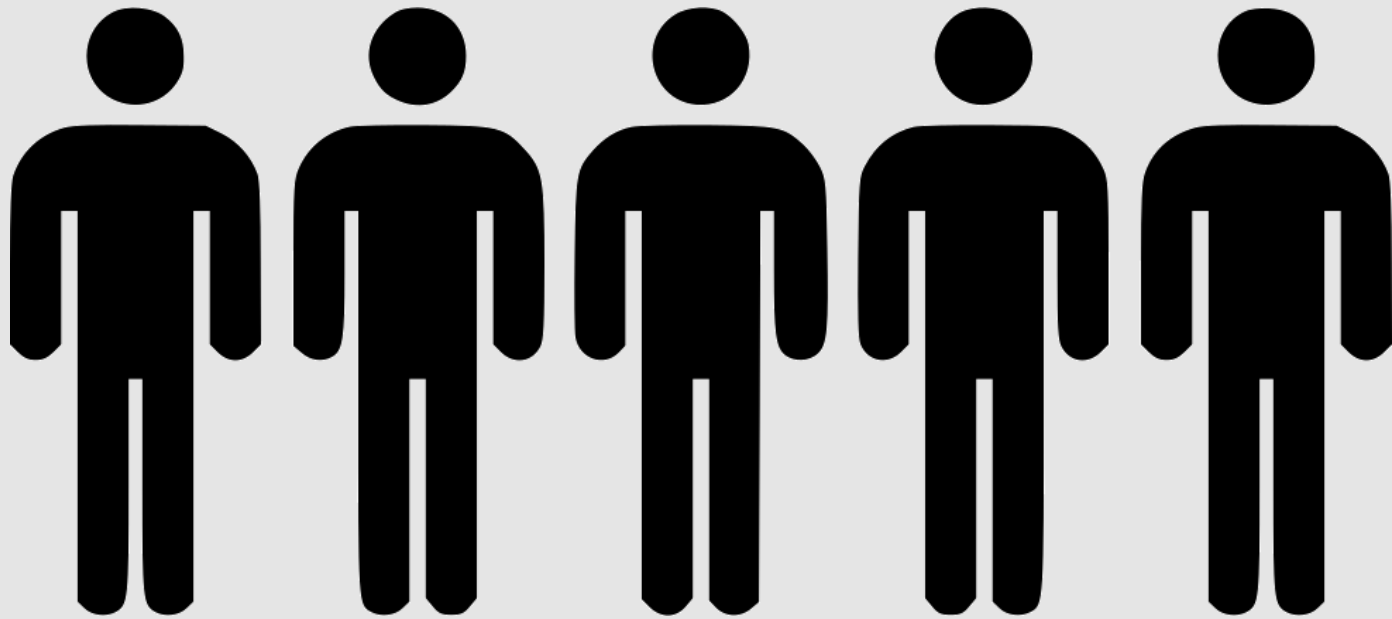


Effective team working and communication (BMSW4002_LON)



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GROUP LEADER

Francisco Valenzuela
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A background image showing a group of people in a collaborative workspace. They are gathered around a table covered with various items: colorful sticky notes, printed charts and graphs, a laptop, and markers. One person is pointing at a chart, while others are looking on. The scene conveys a sense of teamwork and creative problem-solving.

Benefits of Team working

Student: Praise Oigbochie

Teamwork

- Teamwork is a group of people collaborating.
- Working together to achieve a common goal.
- To complete a task practically and efficiently.
- According to Lynda M.B, working in a team increases efficiency and gets more work done than an individual without support.



Benefits

It Encourages Creativity, therefore, Generating new Ideas.

- When a group of people are working together through discussions, they can share ideas.
- Be more creative In bringing new ideas to the Team, unlike an individual who is limited to one way of thinking, so the more ideas, the better.
- We can also find solutions quickly.
- Team able to find other ways that may be more effective in solving problems.



It helps to improve Productivity



It reduces the workload on one person as the workload is shared among the team members equally.

For example, suppose a task requires more strength, then the team members can share the workload.

As a result, the workload is more likely to be completed much quicker and effectively, therefore, helping to increase productivity.

Jobs can be shared according to each person's skills to create a stronger and more skilled Staff, Lynda M.B.

It encourages flexibility

- Working in a team means that members of the Team can rely on each other.
- They can help to cover each other's roles if needed.
- Flexibility help improves productivity as they can help fill each other's gaps if necessary.



Support for team members

- Team members find more encouragement from each other.
- Inspiration from team members helps to push members further and be more creative and productive.
- The team create a sense of security.



Stages of team development

Student : Francisco Jose Valenzuela
Garcia
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Bruce Wayne Tuckman

- He was an American Psychological Researcher
- Professor of Educational Psychology at Ohio State University
- He Funded and Directed the Walter E. Dennis Learning Centre.
- He provided to students strategy's to have exit on University studies





Forming

- When you are forming a team everything is new for everyone.
- You need to take in consideration that it's difficult to have interaction between individuals and it takes longer to connect with another's.
- To achieve that goal you will need a leader who will keep the team like a unit.



Storming

- The situation it's still not clear and the members can start to compete for roles and positions and the conflict can appear.
- Someone can feel frustrated and some of the member build cliques.
- The role of the leader it's becomes important, and he must act as a mediator if necessary .



Norming

- Our team now have a purpose.
- They build rules.
- Communication and trust have increased among the collaborators.
- The project leader assumes a supporting role, without the need to control all the details.

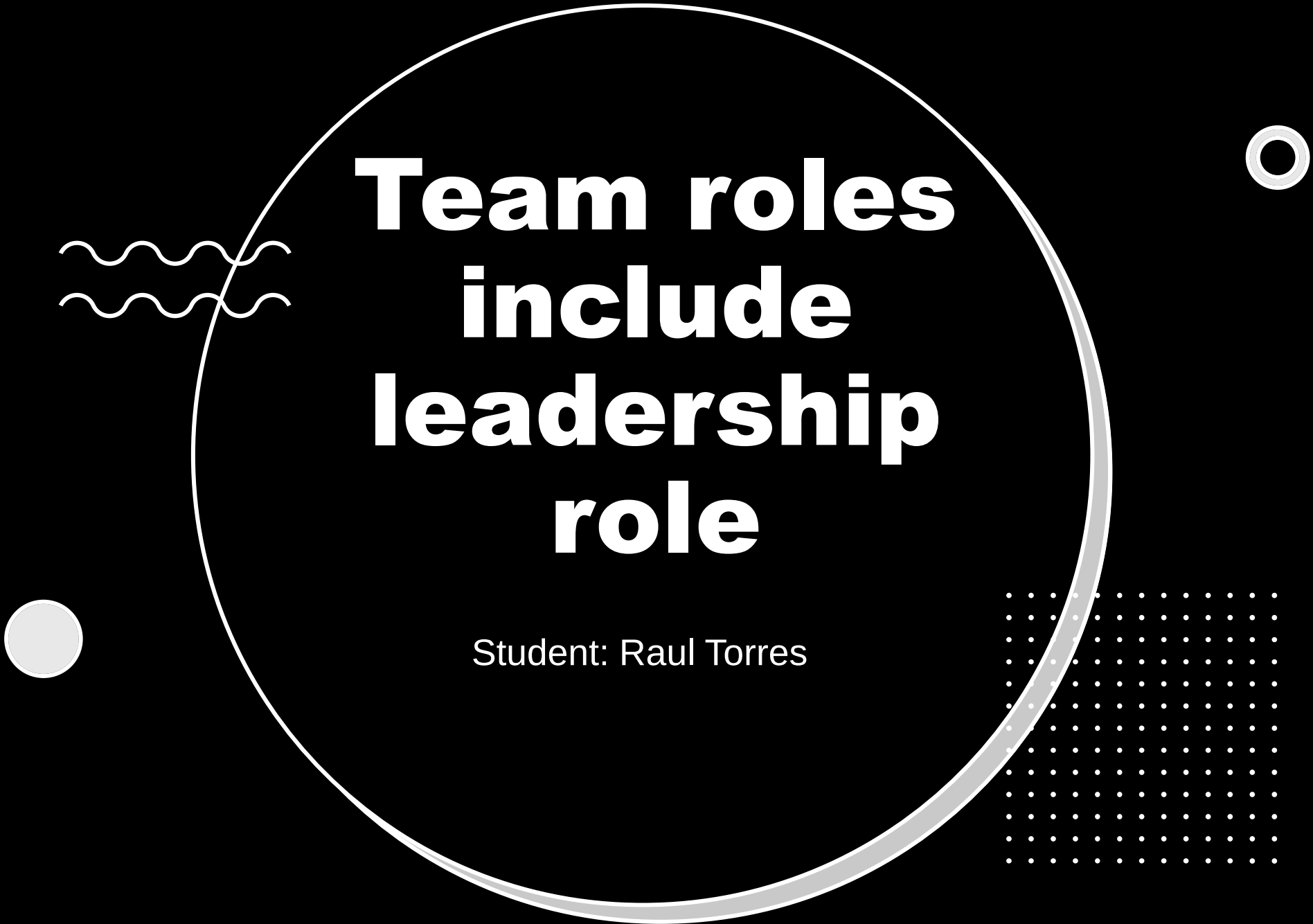


TOGETHER
WE CAN
ACHIEVE
MORE



Performing

- Team development and collaboration increases.
- The team understand its purpose and objectives.
- The leader becomes more of supervision and support.



Team roles include leadership role

Student: Raul Torres

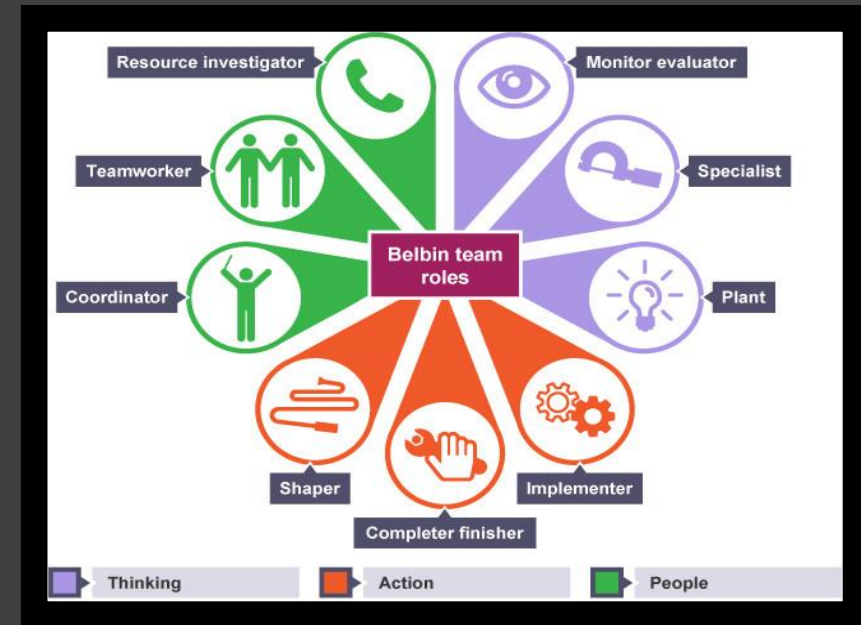
Team Roles (Belbin)

- Belbin defines a team role as "*a tendency to behave, contribute and interrelate with others in a particular way*". (Belbin, N/D)
- The most successful teams had a diverse mix of behaviors. To build high-performing teams
- Role behaviors must be represented at the appropriate times. (Belbin, 2022)
- Some people could feel comfortable with 1 or more roles, they are not definite.
- It's critical to evaluate the team's goals before determining which tasks must be completed.
- All roles have strengths and weaknesses, they complement each other. (Erhan, 2018)

- Belbin identified nine team roles and classified them into three categories:

- Action-oriented
- People-oriented
- Thought-oriented

- Each team role is associated with a set of typical behavioral and interpersonal skills.



Team Roles examples (Erhan, 2018):

- Action Oriented Role:

Shapers:

-Strengths: Task-oriented, Achieve Goals, Grow and conquer challenges, Stimulate others, Extroverts.

-Weaknesses: Aggressive, hurt other people's feelings to get things done.

- People Oriented Role:

Team workers:

-Strengths: Supportive, gentle, social, good listeners, team spirit.

-Weaknesses: Avoid Conflict, Don't make Unpleasant decision.

Thoughts Oriented Role:

Plants:

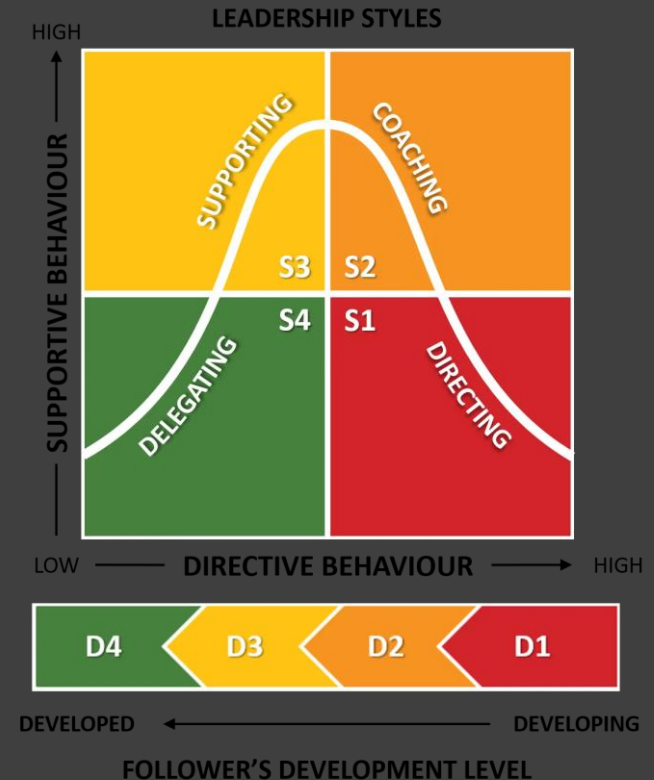
-Strengths: Highly creative, generate ideas, solve challenges.

-Weaknesses: They might isolate, not able to communicate effectively, be sensitive to criticism or praise.

Situational Leadership - Hersey and Blanchard (1969)

They suggest that successful leadership is achieved by selecting the right leadership style based on the followers' needs.

- Flexible/Adapting management (Task-relevant/Relationship-relevant)
- Individualistic management approach. (Every case is different)
- 4 Levels of Maturity:
 - M1: Lack of Knowledge/Skills. Not willing to do task.
 - M2: Willing and Enthusiastic. Lack of skills
 - M3: Have skills. Unwilling to take responsibility.
 - M4: Highly Skilled, willing to do the task. (Cherry, 2020)



4 Types of Management:

- Telling (Low maturity follower). The leader establishes responsibilities and instructs people on what, how, when, and where to do specific tasks.
- Selling (Medium maturity follower). The leader exhibits both directive and supporting behavior. More Back and Forth.
- Participating (Medium maturity follower). The leader and follower share decision making, less direction from leader, more involvement from follower.
- Delegating (High maturity follower). The leader offers little guidance or support, follower take most decisions. (Kenton, 2020)

Advantages:

- Easy to implement and Adapt, dynamic between both sides, flexible.

Disadvantages:

- Much responsibilities on Leader, changes may cause confusion, don't focus on the long term or company goals.



MANAGEMENT CONFLICT IN A WORKPLACE

STUDENT : LILIA MERA

What / When

What means?

“It is a serious disagreement or argument between persons”

“Dictionary/conflict. UK” (n.d)



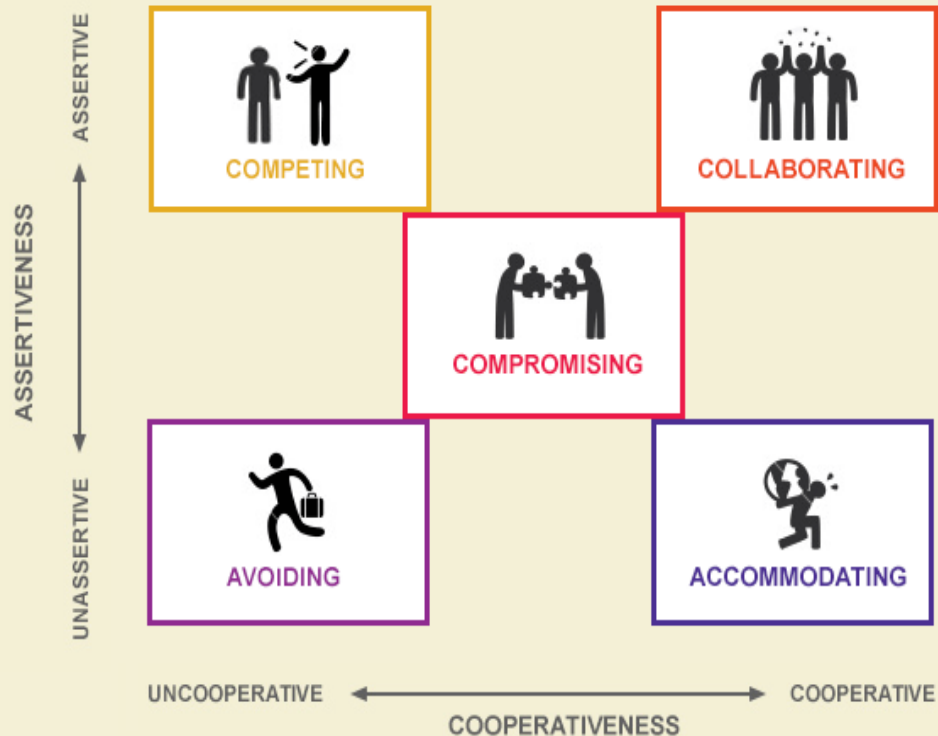
When this happen?

This occurs when the concerns of two or more people appear to be incompatible.

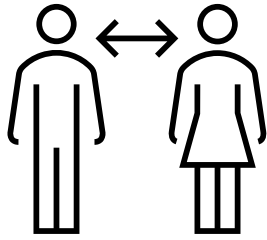
Causes in a workplace:

- Result of miscommunication
- Unclear expectations
- Different opinions or interest
- Common factors (size of the team, levels of participation... etc)
- Personal factors (mood , character, personal goals, needs... etc)
- “*HR Basics: Workplace Conflict – Youtube Channel*” 2018.

How can we manage the conflict?



- Using the TK conflict Mode
 - Thomas, K. W., and Kilmann, R. H. The Thomas-Kilmann Conflict Mode Instrument (Mountain View, CA: CPP, Inc., 1974).
- Competing
- Compromising
- Collaborating
- Avoiding
- Accommodating



- **Competing**

- I. Is egoist and uncooperative person who pursues his own interests at the expense of others.
- II. Competing can mean "defending a stance you feel is valid," or simply "seeking to win."

- **Avoiding** -

- I. Is unassertive and uncooperative.
- II. Both of the individuals' interests are pursued. As a result, he avoids dealing with the argument.

- **Accommodating** –

- I. Is unassertive and uncooperative the complete opposite of competing.
- II. The individual neglects his own concerns to satisfy the concerns of the other person.

- **Collaborating** –

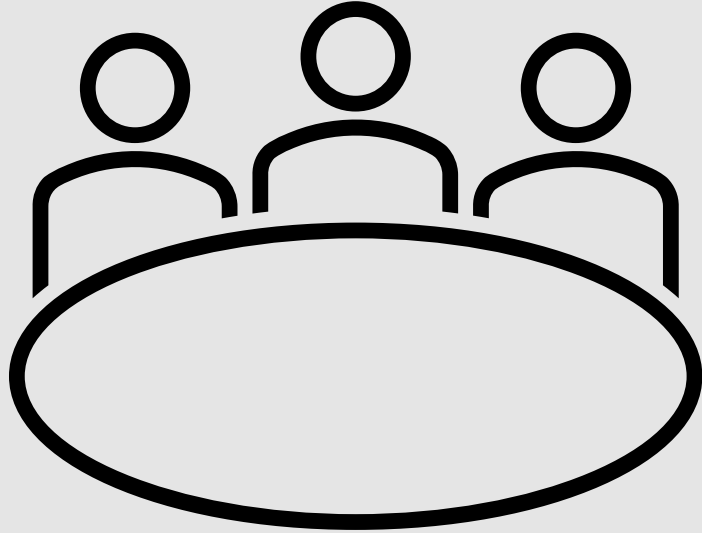
- I. Is both assertive and cooperative. Pretend of attempt to work with others to come up with a solution.

- **Compromising** –

- I. is moderate in both assertiveness and cooperativeness.
- II. The objective is finding a mutual solution that satisfy both individuals.



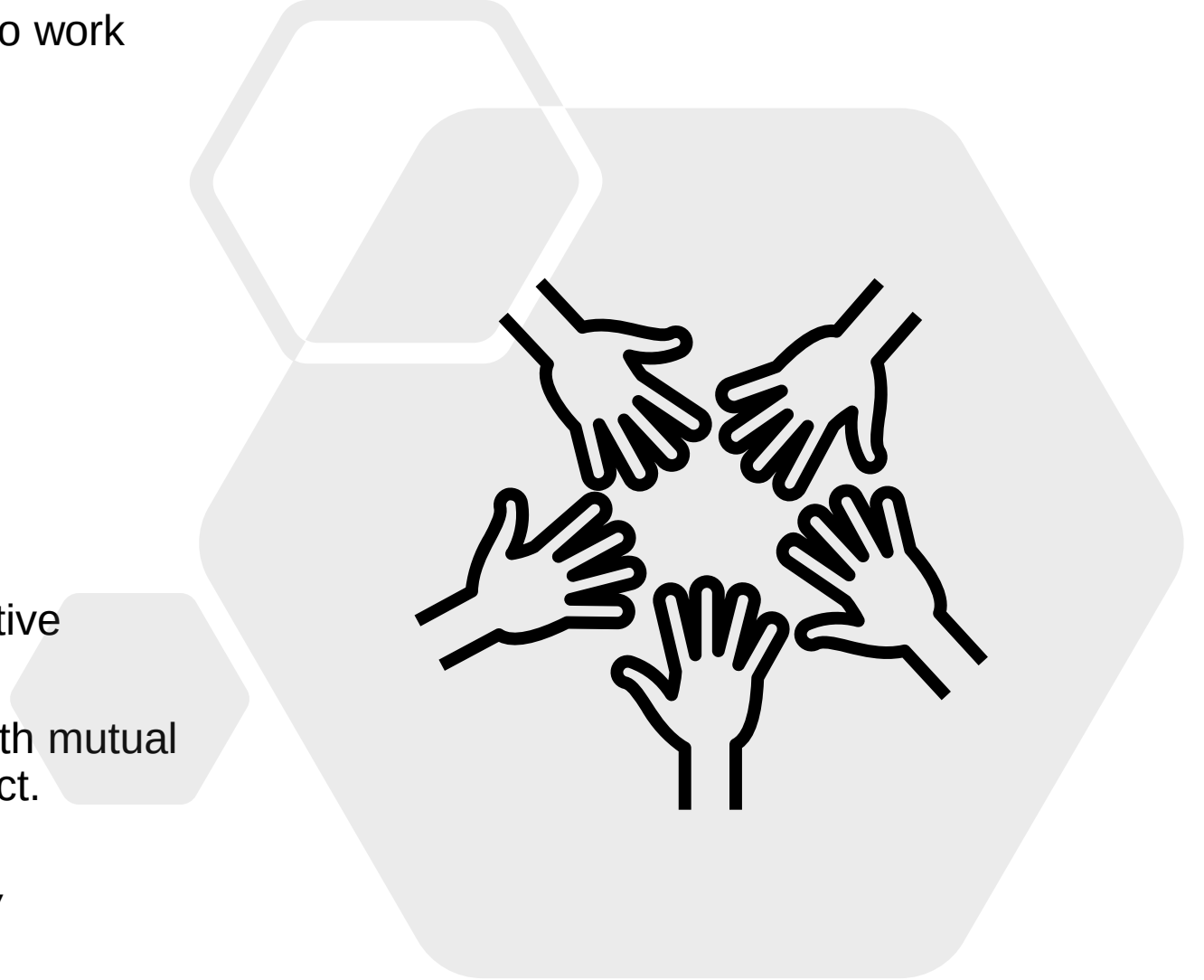
IS ALL BAD?



- Not all the conflicts are bad. We need some conflict to operate effectively.
- We can improve the problem solving and decision making by motivating the people to look through the problems.

Conclusion :

- Conflict is something natural between people who work together.
 - We can manage this conflict by :
 - Competition
 - Collaborating
 - Compromising
 - Avoiding
 - Accommodating
- We know :
 - All conflict is not bad
 - Cooperative conflict helps to make an effective problem-solving and decision-making
- We need also know that the conflict will work with mutual **RESPECT** and willingness to resolve any conflict.
 - ***We should listen***
 - ***We should allow different points of view***
 - ***We should respond***
 - ***We should try to Resolve differences***





Successful team development

Students Name: Nwakaego Peace Elumese
Students ID : 2114106

Successful team development

- **Clear and meaningful goals** there should be no doubt about the direction and focus of what you want people to achieve.
- **Explicit positive norms**-are the rules that define how members of a group will be interacting with each other.
- **Competence and commitment** around solving problems and performing tasks -Manage both the task and relational aspects of the problem solving all . Stay focused on the problem. Full participation of all group members. Listen to minority
- **Trust, openness, and group cohesiveness** -Members of a team that have a high level of confidence in one another are more likely to care about one another and be more committed to their tasks. Because members are more supportive, trusting and open groups experience less stress.

Successful team development



- **Ability to manage conflict** -Effective communication, Active listening, Practicing empathy , Problem-solving and Positive attitude.
- **. Ability to manage change**
 1. Recognize and accept the need for change.
 2. Make the need for change clear and involve people in the process of making it happen.
 3. Create a change strategy.
 4. Put change management plans into action.
 5. Evaluate your development and congratulate yourself and your team on the accomplishments.
- **Feedback is essential for any team to stay on course**, but more importantly, to improve each day. Feedback should be given on a regular basis and in a proactive manner. Many leaders are prone to deferring feedback until an issue arises.
- **Acknowledge and Reward** Acknowledgement and reward come as a result of proactive feedback. People enjoy being recognized, but respect is what they value the most.

Successful team development

- Remind someone of how and what they can do better. Learn from their mistakes. Make the process of giving constructive feedback as simple as possible. Two-way communication is feedback.
- A team should function like a mosaic, with each member's own strengths and differences combining to form a powerful united force.
- When people are recognized for their efforts, they feel more fulfilled, and their work has more meaning.



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