

Effective Teamwork and Communication

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Benefits of team working

Diana Elena Calin



Increasing Productivity

- Team working helps in increasing productivity of the business organizations including Restaurant organization (Delmas and Pekovic, 2018).
- Team working can make it easy for team members to divide their work into parts that increase speed of working.
- Team working reduces the possibility of mistakes in work



Motivation

- Team working helps the present Employees in the Restaurant organization to be always motivated.
- Team working makes the environment of business organization Healthy, peaceful and ESP friendly.
- Team working helps to make employees happy



Team working causes Innovation



- Teamwork helps businesses organizations to bring innovation in their products (Wang and Zatzick, 2019).
- In a team different types of employees work together, and each employee possesses different creative ideas.
- Effective teamwork depends on effective communication among the team members in the Restaurant organization

Teamwork as smarter risk taking

- Team working helps businesses organizations to take smarter risk
- There is less possibility to face failure in the consultancy organization.
- All the team members take the responsibility to fulfill every complex task easily



Team working enhance growth and opportunity



- Team members get the opportunity to enhance their knowledge.
- Team working helps in enhancing growth of the employees and the Restaurant organization (Lacerenza *et al.*, 2018).
- Team working brings new opportunities for the organization

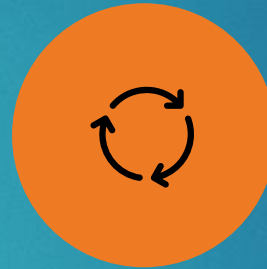
Stages of Team Development

Roxana Ioana Ciubotariu

The Stages of Team Development



Developing team performance helps to create an environment of teamwork and structure.



However, when every team forms and begins working together they go through the 4 Stages of Team Development.



As a Restaurant Leader, it is important that at any point time , you are able to identify your team's current stages of development



This is how you will support your team's growth and transform a group of individuals into a cohesive, high performing team

Team performance and Formation of team

Steps to forming the Team Development

- **Goals**

- Profit
- QSC
- People
- sales

Roles

- Success and positive results in each role and task are often influenced by the roles of other team members.
- Roles are defined by the responsibilities for which individuals are responsible.
- When defining roles, be clear about each person's expectations, consider their level of work experience.

- **People**

- Communicate
- Organise
- Analyse
- Learn

Processes

- Team decisions will be a majority rules vote
- If there is a tie-breaker, the Leader will decide
- One person speaks at a time
- Each team meeting will have a different stopwatch and note holder

Stages of Team Development

First stages Forming

- **Stage one Forming there is:**
 - Dependence on the Leader
 - Testing to find out nature of the situation
 - Leader helps implementation to get to next stage of development
- **Feelings is:**
 - Anxiety
 - Uncertainty
 - Fear
 - Excitement
 - Anticipation
 - Suspicion
- **Behaviours at Stage:**
 - Members want acceptance
 - Look to Leader for Guidance
 - Play it safe to avoid controversy or conflict
 - Focus on the task, not each other
- **Actions**
 - Help members get to know each other
 - Provide clear direction
 - Involve members in developing:
 - Roles
 - Plans
 - Working relationship
 - Provide necessary information to the team

• Stages Two Of Team Development

Storming

• Storming

- Conflict
- Emotional resistance to task demands
- Resistance to control
- Possible rebellion against the Leader
- Formation of cliques

• Feelings

- | | |
|----------------------|--------------|
| • Frustrated | Self-serving |
| • Angry | Defensive |
| • Resistant to goals | Blaming |
| • Competitive | Withdrawn |

• Behaviours at Stages

- Competition and Conflict among members
- One or more individuals try to dominate
- Display desire for structure/clarification
- Question team process
- Question relationships

• Action

- Monitor team dynamics
- Involve members in how agreements and decision are made
- Encourage team members to discuss their feelings
- Encourage team members to examine assumption

Stages Three Of Team Development

Norming

- **Norming**

- Development of group cohesion
- Emergence of norms
- Exchange of viewpoints
- Increased cooperation
- Development of group identity

- **Feelings**

- Comfortable giving constructive feedback.
- Trust increases unity, idea sharing acknowledgement of each other , and expression of criticism.

- **Behaviours**

- Share ideas and feelings
- Solicit and provide feedback
- Acknowledge individual contribution
- Subgroups dissolve
- Group cohesion increases

- **Actions**

- Make sure members use the skills they bring to the team
- Encourage respect among the team
- Encourage exploration of ideas
- Encourage team members to work together to build cooperation and teamwork.

Stages Four Of Team Development Performing

- **Performing**

- Interpersonal problems resolve
- Roles are functional and flexible
- Constructive attempts are made to complete tasks
- Energy is directed to effective work

- **Feelings**

- Capable of solving problems effectively
- Better understanding of member strengths and weaknesses
- Insight to group process
- Satisfaction
- Accomplishment
- Clarity of purpose, process and direction

- **Behaviours**

- Interdependence
- High morale
- Strong group identity
- Intense group loyalty
- Work and relationship balance
- Ability to work through conflict and issues as a team

- **Actions**

- Act as advisor or advocate to the team
- Share decision making

Team Roles



Veronica-Daniela Floria

Team Roles

- Teams have become a key factor in the organizational environment.
- A carefully selected team joins well-informed people in a group setting to perform an important task.
- Team members bring a diverse vision to the group, which promotes greater accuracy, adaptability, and resolution development.



Team Roles

- The team roles as stipulated by Belbin Model
- Action-Oriented Roles which includes Shaper (SH), Implementer (IMP), and Complete Finisher (CF).
- People-Oriented Roles which includes Coordinator (CO), Team-Worker (TW), and Resource Investigator (RI).
- The Thought-Oriented Roles includes Plant (PL), Monitor-Evaluator (ME), AND Specialist (SP)



Action-Oriented Roles

- These includes:
- Shaper
- Implementer
- Complete-Finisher



People-Oriented Roles

- These includes:
- Coordinators (CO)
- Team-Workers (TW)
- Resource Investigator



Thought-Oriented Roles

These include:

- Plant (PL)
- Monitor-Evaluator (ME)
- Specialist (SP)

Thought-oriented roles



SPECIALIST



MONITOREVALUATOR



PLANT

Team Roles

- Having a well-defined team roles help an organisation achieve its objectives as well as goals.
- Since the Restaurant needed to adapt the Belbin model of team roles, the employees are bound to have motivation which will oversee the firms success.
- Moreover, they will be coordinated and hence will make their work easier hence reducing work-related conflicts.



Managing Conflict

ROBERT-RADU-BALINT

Managing Conflict

A conflict is a dispute between multiple people as a result of contradictory arguments which can have a negative impact on the performance, productivity, and efficiency within an organization.



Causes of Conflict

- There are numerous causes of conflict in an organization, which arises from individual interests, values, information, relationship, and structural conflicts.
- Conflicts of interest arise from competition for perceived or actual incompatible needs. Such conflicts may arise over funds, resources or time management issues. Political parties often mistakenly believe that in order to satisfy their own needs, they must sacrifice the needs of their opponents.
- Value conflicts is the result of people perceiving incompatible belief systems. Disputes arise when a person or group attempts to impose their own values on others, or claim exclusive rights to a set of values.
- Information conflicts arise when people have different or insufficient information, or disagree about what data is relevant.
- Relationship conflict occurs when there are misunderstandings, strong negative emotions, or poor communication. One person may distrust another person, believing that the other person is acting out of malice or with an intent to harm others.
- Structural conflict arises from oppressive acts imposed on others. Limited resources or opportunities and organizational structures often promote conflicting behaviours.

How to prevent a conflict

Never ignore a problem because a small problem can become a big problem later.

Official communications are best done by CC email to all participants, as this is more reliable and transparent.

Communication also plays a very important role in avoiding workplace conflict. Be very clear and precise in your communication.

Get in the habit of using a planner to remember important dates and tasks. Don't criticize or make fun of your work.

Never bring your problems to work because you will never be able to focus on your work. For the employee, the office must come first and he must retain personal interests.

How to manage a conflict



The outcome of conflict

- **Positive results :**

- More engagement and creativity
- Thinking of broader ideas leads to better, stronger ideas
- Possibly inaccurate assumptions arise
- More engagement and creativity
- Articulate a personal perspective on building learning

- **Negative results :**

- Increased personal stress and anxiety, which reduces productivity and satisfaction
- Failure and humiliation, which lowers morale and increases turnover
- An atmosphere of mistrust hinders the teamwork and collaboration needed to get work done



Successful Team Development

MARIA MAHU

Team success



“ Teams cannot be created...they must be built”
Viviette Payne

- Teamwork play an important role for the success of all businesses.
- Good leadership is a key to team performance
- Each team member have something special to offer.
- By working together, they feel more stronger and powerful.

Effective team working success

Tips for Better Teamwork

Team understands the goals and is committed to attaining them



Creativity, innovation, and different viewpoints are expected



Communication is open, honest, and respectful



People are comfortable taking reasonable risk



Members of the team make high quality decisions together



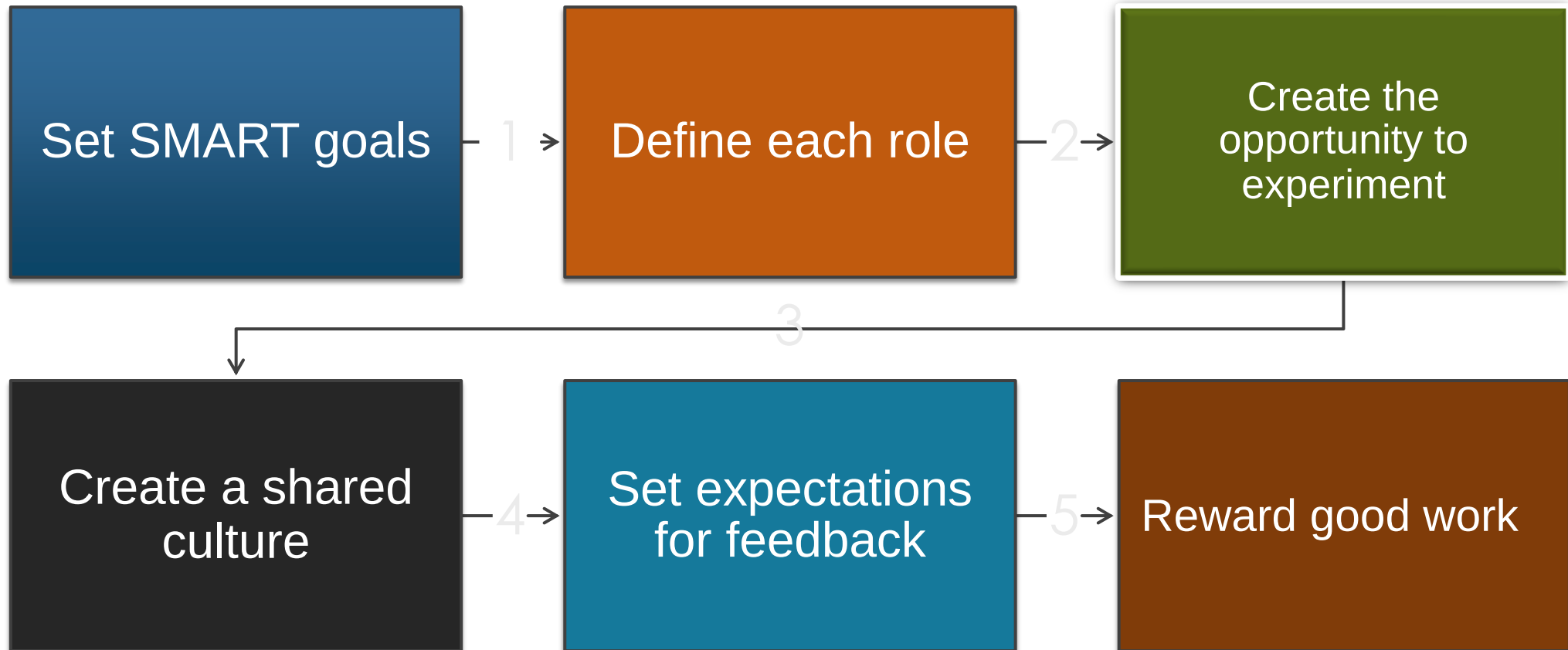
 the balance

- Two minds are better than one
- What one person missed another one catches
- What is one team member strength is another weakness
- One person's relationships supplement the other team member's relationships
- A team can accomplish at least 10 times what any individual can achieve.
- Teamwork create a pool of ideas and improve productivity within an organization.

Image source:

[https://www.thebalancecareers.com/thmb/kHINoQ2ThciZzvzdlb_YH5CNgNA=/1500x1000/filters:no_upscale\(\)/tips-for-better-teamwork-1919225_v4-5b4dfa2746e0fb00371186e0.png](https://www.thebalancecareers.com/thmb/kHINoQ2ThciZzvzdlb_YH5CNgNA=/1500x1000/filters:no_upscale()/tips-for-better-teamwork-1919225_v4-5b4dfa2746e0fb00371186e0.png)

How to build a successful team



Elements of successful teamwork

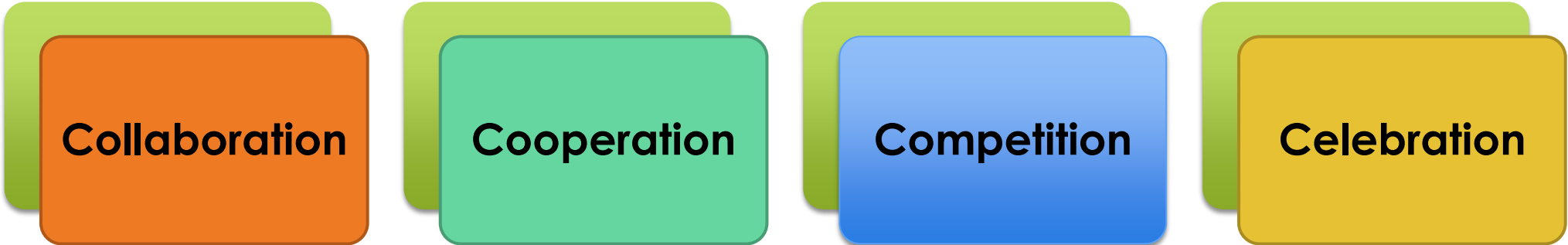
- Communication
- Motivation
- Leadership
- Delegation
- Efficiency
- Ideas
- Support



Team member Characteristics

- Have Self-Confidence
- Exhibit Humility
- Be a Good Listener
- Be a Team Player
- Have Good Communication Skills
- Be Able to Showcase Expert Knowledge
- Easily Cultivate and Gain Client Trust

Teamwork ingredients



Collaboration

Cooperation

Competition

Celebration

- ✓ Collaboration, cooperation and competition work together to improve teamwork performance.
- ✓ When the people can successfully collaborate, the results are often far superior to that when a persons working alone.

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THANK YOU