

Effective Team Work and Communication

Manuel-Vasile Obreja

1816174

Tutor

Tim Hopkins

Table of Contents

Introduction	3
Strategies for effective team work	3
Understanding Group Dynamics:	4
Theories of team structures:	7
Interpersonal communication process:	7
Ways of improvement in interpersonal communication process	8
Conclusion	9
References	10
Apendix	11

Introduction

For each and every organization effective performance can be ensured with the effectiveness of teamwork and efficient communication. Without the proper management and discipline among the employees it is impossible to ensure the performance of the employees effectively and ensure efficiency of the organization. Communication among the employees also plays a significant role to determine the performance of the team work and overall outcome from the performance. So it is necessary for all the organizations to focus on the effective performance in the business organization (Maund, 2017). Here in the assignment the strategies for team work will be discussed and also try to focus on different communication skills to ensure effective communication among the teammates and the organization. All the dynamics related to group management, team work and communication process will

Strategies for effective team work

For each and every team work it is necessary to work collaboratively for all the team members. Without each other's help and collaboration it is impossible for the employees to complete a

work and bring better outcomes for the organization. By following the strategies given below employees of Tesco can work effectively in a team or a group.

- **Collaboration in work:** Employees of a team in Tesco need to work collaboratively suggested by their leaders or team manager. Here all of the employees work according to the guideline of the work and based on the requirement of the task. They need to divide their roles and responsibilities among them so that everyone has some important task to do and work on the basis on the proper time frame. It is also important to maintain safety, security and confidentiality of the works among team members and do not ruin the progress of the work by sharing the responsibilities among others and procrastinate about the work (Maund, 2017). It will make the work progress slower. Team members need to work actively and help each other to complete their work whenever necessary.
- **Negotiate and develop ideas:** It is necessary for the employees of Tesco to negotiate and discuss about the design and layout of the work to get better understanding about the overall working progress. It is also important for them to hold meetings among the group and take the updates of the works. They also need to share their opinion and views about the work and also share their ideas to improve the overall productivity of the team and outcome of the organization. Employees also need to generate new ideas and share it with the team members to help them and improve the overall working outcome as a team.
- **Shared objectives:** Group mates need to keep their individual objectives and goals aside and work for the organizational goal and objective fulfillment with their proper dedication and work progress (Morgan, 2017). They need to understand the importance of the objective and work passionately with their best efforts to fulfill the goal of the organization.
- **Group agreements:** team members need to come with their group ideology and make a group commitment to deliver the best performance as a team. Such kind of commitment and agreement among the team members of Tesco influence the performance of the employees and increase the bonding among the members.

- **Meaningful schedules:** Teams need to maintain a timeframe to complete the work within proper designated time line. They need to follow a meaningful schedule of work to prioritize the works based on their importance. The schedule will provide reminder to the team members (Morgan, 2017). So the performance of the team will never lose the track of quality or quantity management of the work.
- **Effective delegation:** All the works of the team need to follow effective delegation. The roles and responsibilities need to determine and follow by the employees in a beneficial way to get the best outcome out of their delegation process of work (Chow-Hou Wee, 2005).

Understanding Group Dynamics:

The social way of interacting and behaving with people in a group environment is known as Group Dynamics. The process involves the influence of personality, power, and behavior in the group to manage the team or a group in a disciplined way. An important way to managing effective teamwork depends on the better understanding of group dynamics based on the team situation and individual temperament (Chow-Hou Wee, 2005). There are various models are used in workplaces to help a team perform optimally and manage crisis situations efficiently. Some of them are discussed as follows:

- **The Tuckman Team Model:** The model is proposed by psychologist Bruce Tuckman in 1965 based on the team development theory. It describes five stages of a team they are-forming, storming, norming, performing and adjourning.

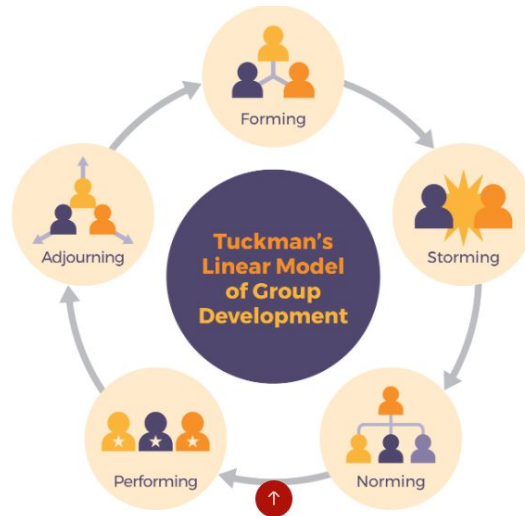


Figure: The Stages of the Tuckman Model (Dalley and Burton, 2010)

Here the communication is very crucial component to make the communication process successful and move to the next stage. In the **forming** stage, team members get to know each other and are try to impress one another by making good impression to create a set of shared expectations and guidelines among them. The process helps to build trust and get to know about their strengths and weaknesses.

In the next stage, **storming** stage group conflict and dysfunction are characterized. Here the primary expectations and boundaries are challenged to know about each other's motivations and intentions (Dalley, 2010). Here the members of the group contribute ideas to focus of the project and try to determine their roles in the project and progressing to the next stage.

In the **norming** stage, team mates behave flexible and sort out their conflicts to focus on their role and works of the project. Here people work independently to ensure the better work flow and outcome. Group cohesion ensures the responsibility of the task is going well and helps each other to perform their part (Dalley, 2010).

In **performing** stage, team mates work together and establish a synergy to make the projects go smoothly and efficiently. They need less time to form, storm and norm in the process of

working. The team performance can move quickly and interdependently at this stage.

Finally in the **Adjourning** stage separating ways can be emotional for the team mates. But they have to work for the best interest of the organization.

GRIP Model: Richard Beckhard's GRPI model is developed in 1972, based on four interrelated components of highly effective teamwork. They are:

- **Goals:** Here employees of Tesco need to understand the goals of the team and the organization to provide their full commitment. Their individuals goals must be aligned with trust, progress and achieve best results for the organization.
- **Roles:** The team members need to aware about their roles, what is expected from them and how they are going to perform their responsibility sincerely depending on their assigned duties (Workplace communication for the 21st century: tools and strategies that impact the bottom line: v.1: Internal workplace communication; v.2: External workplace communication, 2013).
- **Interpersonal:** The quality communication and collaboration among the employees of the team need to foster trust, sensitivity and flexibility to deal problems, progress and conflicts of the works.
- **Processes:** Here Tesco define their system for how decisions are made and team solves problems and conflict among them. Here the proper layout of work flow and procedures need to follow accordingly to complete the project.



Figure: GRIP Model of teamwork dynamics (Esquivel, 1996)

Theories of team structures:

Team work is a great way to do something big and powerful by connecting group of people working together for an ultimate goal. This is a daunting task to perform because of the magnitude of the objective in the workplace. Here the teamwork theories provides the guideline to improve the overall team structures and get better understanding about the team management process in an organized way. Here the most used team structures theories are:

- ❖ **Belbin's Theory of team roles:** Belbin theory is the way to define nine roles of the team members that every team should have to perform specific tasks. They roles are divided into three categories. They are: action-oriented, people-oriented and thought-oriented roles. Those three different group define these nine role and qualities of the members of the group (R Meredith Belbin, 2017). They are- Plant, Resource investigator, Coordinator, Shaper, Monitor Evaluator, Team Worker, Implementer, Completer-Finisher, and Specialist. All of the roles are important to perform in a group or a team. So Tesco try to balance their employees' roles and characters according to their personality to get the best outcome from them and form a balanced group whenever they need.



Figure: Belbin's team roles (R Meredith Belbin, 2017)

Interpersonal communication process:

Unlike other organization Tesco also need to focus on their interpersonal communication process of the employees with co-workers, team members, customers, shareholders, outsiders and top management of the organization. In Tesco there are different kinds of communication process are used for the effective communication. They are:

- ❖ **Verbal Communication:** Verbal communication is the way of using language to transfer information by speaking or sign language. It is one of the most common ways to communicate through presentations, video conferences, phone calls, meetings and conversations (Workplace communication for the 21st century: tools and strategies that impact the bottom line: v.1: Internal workplace communication; v.2: External workplace communication, 2013). It is efficient and helpful to use nonverbal and written communication in the Tesco day to day activities.
- ❖ **Nonverbal communication:** It is a way of using body language, gestures and facial expressions to convey information both intentionally and unintentionally to other individuals. It is very helpful to understand others' thoughts and feelings and interpret their actual emotion in an efficient way.
- ❖ **Written communication:** Written communication is the act of using letters and numbers to convey information and keeping reference for future. Writing is commonly used to

share information by using email, texts, blogs, letters, memos etc. in the workplace.

- ❖ **Visual communication:** It is a way of using photographs, art, drawings, sketches, charts and graphs to communicate easily in an effective way without using many information. They are the way to provide helpful context with written and verbal communication to convey ideas and information (Stegman, 1988). Tesco is dependent on the communication process of visual aids in their presentation and by using electronic devices.

Ways of improvement in interpersonal communication process

- **Use confident voice:** While presenting any information among a group of people, it is necessary to use a strong and confident voice to grab the attention of the audience and clearly discuss about the overall information to present it to the audience.
- **Use active listening.** It is necessary to use active listening process to make the speaker feel important and content while conducting a meeting, presentation or in a conversation (Stegman, 1988). It helps to improve the communication process of the organization and build strong networks of people.
- **Body language:** As a non-verbal communication maintaining proper gesture, posture and body language gives a lot of signs to the audience. It helps to get any kind of job done easily and make the communication process effective. For example Tesco HR analyzes the body language and qualifications of the CV to match the personality while recruiting people. So it is a very important communication skill to adapt efficiently.
- **Personal presentation:** Presenting an individual as a proper role model is necessary for any organization to become successful in their communication process. Sometimes it is important to play a strong and confident way of communication to get any work done by using proper tactics of communication process (Esquivel, 1996).
- **Context awareness:** The communicators of Tesco must be aware of the overall situation and use the communication process according to the context and need of the situation. There should be a specific way to maintain communication depending on the place,

person and situation. High context indicates that the situation can carry some of the meaning where as low context implies the words alone can carry the meaning. So the overall context consideration depends on culture, situation, language and occasion.

So to make improvements in the communication skills of Tesco, it is necessary to set personal goals to work and try to accomplish them step by step. It might be helpful to take communication help for the trusted colleagues, managers or mentors to identify best areas to improve in the long run for efficient improvement of the communication process.

Conclusion

Team management and communication process are interrelated with each other. Without the proper communication management it is not possible to make the team management efficient and build up proper interaction among the team members (Esquivel, 1996). So Tesco need to focus on the communication process of the organization and improve their core needs and knowledge of communication in the long run.

References.

1. Chow-Hou Wee and Maginn, M.D. (2005). *Making teams work*. Singapore: McGraw-Hill Education (Asia).
2. Dalley, D. and Burton, L. (2010). *Developing your influencing skills : how to influence people by increasing your credibility, trustworthiness and communication skills*. Lancashire, UK: Universe Of Learning Ltd.

3. Esquivel, M.A. and Kleiner, B.H. (1996). The importance of conflict in work team effectiveness. *Team Performance Management: An International Journal*, 2(3), pp.42–48.
4. Maund, A. (2017). *Certificate in higher education : skills for the workplace student yearbook*. London: Sage Publications.
5. Morgan, P. (2017). *Business student's guide to study and employability*. Los Angeles: Sage.
6. R Meredith Belbin (2017). *Team Roles At Work*.
7. Stegman, J.D. (1988). The Importance of Managerial Communication. *The Bulletin of the Association for Business Communication*, 51(3), pp.25–26.
8. Workplace communication for the 21st century: tools and strategies that impact the bottom line: v.1: Internal workplace communication; v.2: External workplace communication. (2013). *Choice Reviews Online*, 50(11), pp.50-6291-50–6291.

Appendix.

A good effort!
(Don't language issues)

18/6/74
MANUEL VASILE OBRERA
GROUP 4

TH Steve
16.12.19

PART 1

1) Because Mary didn't give attention on her daughter. The first mark about don't giving attention is that her daughter was trying to show her feelings and Mary didn't show her eye contact because she was typing on her keyboard.

The second mark about not giving attention, Mary changed action listening her child into a voice call about 15 minutes, so Mary avoid listening her child to her personal life, listening a conversation with an old friend. (A friend's listening?)

2) To make a comfortable situation for her daughter, ~~the~~ Mary should look into child's eyes when she tried to explain what's wrong about her, to listen her and giving her also an answer regarding about her frustration. That I think she could calm down her daughter, giving her good advice so the child can persuade Mary's advice.

PART 2

1) Tally was upset because Steve her husband interprets her thoughts about her workday. I think that Tally was upset on her work and after ~~about the ignorance~~ (being ignored by) about her husband.

2) (The) In my opinion there are two situations to avoid tension between this couple.

1. Steve could look into Tally eyes to make a direct contact with her and just listen her.

2. Steve could demand apologies in a narrated condition.

he is not in the mood to listen her. or suggest they talk tomorrow?

PART 2

Dear student Lucy Moors,

Communication is a procedure of exchanging ideas between sender and receiver (types)

Communication ^{can be} is divided into four sections:

- verbal: talking
- nonverbal: sign, pointing
- writing: email, letter
- visual: images

described or known as a 'linear model'

Shannon and Weaver is ^{one model} (a linear) model of communication that provides information how messages are sent and received. It has ability to explain how messages can have a mismatch receiving between sender and receiver

Nonverbal communication is a nonlinguistic provider of information, visual, pointing, tactile or writing are some examples

Thank you for your interest,
Professor dott. Manuel Vasile Obreja

