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REPORT WRITING

INTRODUCTION:

Communication could be defined as the imparting or exchanging of information by speaking, writing, or using some other medium' and means of sending and receiving information such as telephone lines or computers. It is also the process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, to someone else. Teamwork can be defined as collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way, which means seeing a group of interdependent individuals who work together towards a common goal.

An individual is unlikely to succeed in completing a wide variety of task alone due to complexities and obstacles. Hence teams are often required as a means of ensuring efficiency and effectiveness. Teamwork can be beneficial because it helps to divide tasks, allocate roles and sets a clear path to success. It helps to create positive outcomes through reliability and timeliness for attaining objectives which might not have been possible with one person working alone. A team can include a number of individuals who are entrusted with the responsibility of completing a specific task or project. Successful teams seem to be characterized by clear and precise goals. The leader of the team – if he or she is an effective leader– can create a vision for success while other members strive to fulfil the operational details. Each member must be

dedicated and motivated while resolving personal conflicts, and a cohesive and disciplined team always strives to attain success through the use of multifaceted strategies. The experience helped me to understand the dynamic of teamwork by forcing efficiency and effectiveness. This report will seek to analyze and assess the personal experiences gained during the expedition, In short, I will be writing to analyze how teamwork can be successful by analyzing and evaluating the characteristics of successful teams.

Three models of communication:

Shannon and weaver model of communication was specially designed to develop the effective communication between sender and receiver, one of the factors affecting the communication process is called "Noise". The model deals with various concepts like information source, transmitter, noise, channel, message, receiver, channel, information destination, encode and decode. This template helps me and my colleagues to communicate I.e., Sender: Kehinde, Encode: Telephone, Channel: cable, Noise: Distraction in voice, Decoder: Telephone, Receiver: Kennedy. This is an example of how I used the Shannon and weaver model of communication.

Example of poor communication in the workplace:

Problems we are facing with bad communication in my workplace. I feel that the team was able to successfully develop a shared vision that needed to be completed trough mutual

collaboration and confidence, and I was able to ensure joint ownership of the problem by a systematic and logical effort. Empirical studies argue that a team must have a collective idea in order to perform at optimum levels. This vision helps in determination of realistic objectives. The SMART work framework must be utilized for creating such objectives (Mohrman, 2005). My team was strong in the sense that its objectives were clear while individual duties were outlined in a transparent manner. A consensus was developed in which each team member provided suggestions for achieving the objectives.

Yet the team was hindered by several obstacles and problems which, if remedied, would have produced a different outcome. At the core level, the leadership was flawed due to the absence of strategic thinking. Leadership must be able to successfully think out of the box in order to prepare for the future. Another flaw was that problem-solving measures were carried out in an ad hoc and unplanned manner. This can be catastrophic for teams because problems often hinder the basic objectives of the organization. There is a need for a collaborative approach towards problem solving by focusing on solutions. As a team we always need to function according to proper guidance and vision in order to succeed. In short, a team needs to know what it is for, a team needs to know what it is doing, and how it will achieve its goals.

Reflection:

My role in the team was to act as a general manager who would be able to fulfil the operational details of our activities and who is also in charge of the day-to-day activity running in the organization. As a general manager, I sought to ensure that I possessed high levels of perception and awareness regarding our goal. The five factors model provides a valuable blueprint to understand the personality of managers. I would consider myself to be an assertive and talkative individual (Wellins et al, 2004). This means that I am ready to accept challenges and express my views in a clear manner. My role was chosen based upon a number of personal competencies; it was based upon the desire to increase commitment and dedication towards the goal. In addition, there was the need for a person who would be able to successfully convey the message of the leadership to the followers. This needed to be achieved in a neutral and productive manner so that superior and positive outcomes could be attained. Furthermore, the role meant that I needed to be open and honest about certain ideas and values: such a strategy would lead to high levels of efficiency and effectiveness.

Having said this, I experienced difficulties in ensuring that the team would be able to learn new competencies and skills. Empirical studies have documented that teamwork should be based upon the creation of a learning environment because it helps to create self-knowledge and self-development of followers (Yeatts, 2005). Hence the goal should be to create a collaborative environment where the followers can utilize their own skills as a means of resolving problems and making decisions. My role overlapped in many ways because of the team dynamics that were present in the group: I had to ensure that communication levels were open in the team. This is supported by the theory which states that successful teams need to develop cohesive and disciplined structures as a means of ensuring success in a difficult environment. I performed this role due to my natural aptitudes for planning, scheduling, and organizing activities, and, as a consequence, I was able to direct the followers to achieve objectives in an efficient and effective manner (Yeatts, 2005). Teamwork can be successful only if the manager is able to delegate tasks and resist the urge to 'micromanage' so that a sense of autonomy and

ownership can be developed among the followers. A number of factors and competencies helped in achieving objectives in an efficient and effective manner (Yeatts, 2005).

Further, I was able to establish rapport and empathy with my team members. Such a strategy can help to enhance the productivity of teams.

Case study:

I have learned that, when a group of people get together in an organized manner and either work together or independently but co-operate to satisfy the customer needs by accomplishing common goals, this is known as a team. These teams are created for long term goals such as a product development team, a departmental team etc, or for a short term such as a team to plan an annual company function, a presentation team, a problem solving team; but generally, the most common types of teams are functional/departmental, cross functional and self managing teams (Brannick & Prince 1997). In order to complete its goal, each team works according to a plan but not every team is able to achieve success in completing their goals. I have learned that every successful team must be disciplined and cohesive in order to achieve success. In order to build a bond between members of a team, it is essential to focus on collective goals and values.

I have also learned that positive communication can enhance the overall success of the team in multifarious ways. Each members should be able to feel – and really believe – that they are working in an environment where they can give positive suggestions to their team matters and offer positive criticisms, develop and share ideas and information, and help each other free from fear or mockery. Open communication among the team members increases productivity (Harryson, 2000).

If a team is small in size, then it is easier to have constructive agreement on actions to be taken, and if the team is diverse and has people who differ in age, gender, culture, class, training, experience –and, perhaps most importantly opinions and mind-set – then the chances are that more innovative solutions and “out of the box” ideas can be generated. Diversity makes the team more powerful, though diversity as narrowly defined in identity politics terms of race and gender, is arguably nowhere near as important as diversity of thought and ideas. Every time a team goal is completed the team leader should make his team member seem valued and allow the team to celebrate its success. IN this way, every member of the team feels satisfaction and even joy at their performance in the attainment of goals.

Conclusion

Teamwork has been defined as the ability of individuals to join each other in order to accomplish mutual goals and tasks, Successful teamwork is based upon several factors and competencies. At the core level, it is essential that the teams have a direction and purpose in achieving their goals, and each member must be motivated and inspired to perform at optimum levels. Furthermore, individuals need to be selected based upon their knowledge and expertise. A sense of ownership should be given to team members in order to ensure efficiency and effectiveness. Successful teams should always function based upon the presence of smart leadership.

I would conclude that an efficient team should remove any personal obstacles by forcing on outcomes and respecting the views of each member. Talented and productivity members should

be encouraged to apply innovative strategies for resolving complex situations and thus achieve goals.

References:

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