



Welcome to Our Presentation On Effective Teamwork and Communication

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Outline of the Presentation

- Introduction
- Objectives
- Terms definition
- Aspect of effective team works
- Impact of communication in workplace
- Conclusion
- Reference





Introduction

- There are no problems we cannot solve together, beside very few that we can solve by ourselves (Burns, 2016)
- Effective team works indicates requires setting and communicating clear team objectives.
- Effectives communication ensure the actual message sharing within maintain systematic chain.
- In workplace it impacts to achieve the success.



Objectives

- Difference between teamwork and communication
- Characteristics of effective team
- Factors that influence team works
- approach to develop team works and communication
- benefits of team work and communication
- Develop awareness to improve communication skills integral to success in workplace

Definition of terms

- **Team:** is a group that involve two or more peoples and working together to achieve set goal.
- **Effective team work:** when two or more peoples work together cohesively, towards a common goal, make positive environment and help each other to reached on the goal is called effective team work (Barrow, 2012)
- **Effective communication:** it is the process that sharing ideas, knowledge, information, opinion, suggestion, declaration with through a systematic way is known as effective communication.





Difference between teamwork and communication

Team work

- It means systematic working process
- Can defined as same goal and objectives
- Two or more peoples are involving in team working.

Communication

- It means systematic message sharing process
- May have different objectives
- Different tools are involving in communication process

Speaker notes on slides 2-6

Slide 2: Outline of the presentation

Effective team works and communication is important for any workplace. On this presentation effective team work and communication that necessary in workplace are including properly. Definition of the topic are also including here. Aspect of effective communication and communication related information also define here. The presentation is covered by introduction and conclusion that contain the summary and overall finding.

Slide 3: Introduction

Teamwork process can solve any kind of problems within sustain way. Effective team work indicates that two or more peoples working together, help each other's and focus on their team goal. It indicates the require setting and communicating to clear the tem objectives. Communication means share message that enhance the team speed. In workplace effective communication and team work are closely related with each other's.

Slide 4: Objectives of the presentation

1. Identify difference between teamwork and communication
2. Include the characteristic of effective communication
3. Mention essential factors which influence team works
4. Evaluate the approach to develop team work and effective communication
5. Include the benefits of team work and effective communication in workplace
6. Area of developing awareness to improve communication skills integral to success in workplace

Slide-5: Definition of terms

Team: team means group where as two or more peoples are involving; support each other's; focus on common goal. Within a team peoples come together and achieve common goal.

Effective team work: effective team works is completely difference from team because it works within systematic way (Tuten, 2018). When two or more peoples join together cohesively, toward common goal, make positive environment and support each other to achieve common goal. Effective communication deserves positive result. Systematic working atmosphere and systematic rules are involving on effective team working system.

Effective communication: communication means share information, message, ideas, opinion to others or group (Masterton, 2017) effective communication indicates the actual information sharing that have no negative image. It contributes to achieve the organizational success because actual information is throwing by effective communication process.

Slide 6: Difference between team work and communication

Team work can define as a systematic working process but communicate involve to share message or information. peoples within a team focus on a common goal; on the other hand, communication process have consisted different goal. In team working process two or more peoples are involving but in communication process different tools are necessary.

Slide 9-13 are complete by Vlad-Vasile Sibov-Medinschi
(1906680)

Aspects of Team Work

- Effectiveness of team work
- Benefits of teamwork
- Stages of team development
- Team roles
- Managing conflicts
- Successful team development
- Characteristic of team work members
- Identify factors, promote team works
- Components of team work
- Essential skill for teamwork



Benefits of team working

- Improve creativity and learning
- Promotes wider area of controlling in workplace
- Reduce the risk of huge load
- Make trust among team members
- Improve individual skill and experience
- Build trust among team members
- Complete task within short time
- Reduce mental stress and develop working strength





Stages of team development

❑ Forming stage

- Project objectives
- Team member's skill, background experience and interest
- Deadline or timeline
- Rules of the ground
- Individual responsibilities

❑ Storming stage

- Recognize conflict
- Make relationship
- Chain of command

❑ Norming stage

- Working as cohesive unit
- Team start to settle into a groove
- Notice and appreciates team members

❑ Performing stage

- Focus on the goal
- Driving full speed ahead
- Being confident motivated and familiar

Team roles

- Plant
- Resource investigator
- Co-coordinator
- Shaper
- Monitor Evaluator
- Team worker
- Implementer
- Completer finisher
- Specialist



Manage Team Conflicts

- Make strong communication with team members
- Create good relationship among team
- Talk with other person
- Focus on individual behavior and events.
- Identify points of agreement and disagreement
- Area of conflict must be priorities
- Develop plan to work on each conflict
- Follow through on your plan
- Build your success



Speaker notes on slides 9-13

Slide 9: Aspects of Team Work

Teamwork has historically been an important skill for successful businesses, but now it is more crucial than ever that workers can communicate efficiently across all regional levels, through business roles and in an increasingly fluid hierarchic structure, given today's organizations, that they are disordered and digitized in the 'innovate or die' economy (Guffey, 2018). The effectiveness of organizations is achieved by successful teamwork. Whether it's a group, a football team or a business called Fortune 500, chemistry is key to the team. Many today's business theories concentrate on the dynamics of what makes successful teamwork happen. A strong and unified team establishes structures that enable them to cooperate effectively in the timely completion of tasks. Via teamwork, colleagues will be informed of their own expertise and the community in general and will be able to organize the capacity and higher.

Slide 10: Benefits of team working

When individuals work as a team collectively, innovation thrives. Brainstorming thoughts as a collective avoids boring perceptions, even when operating alone. Combining diverse experiences produces more efficient sales strategies for each member of the team. Together, workers will draw on their teammates' strengths. If their strength can be innovative thinking, the organization and preparation can be a coworker. Do not hesitate to tell the team about your expertise. Teamwork generates excitement for a project, as partners feed the enthusiasm of each other. When your colleagues are enthusiastic about a project, it is difficult to stay unrelenting. Good conduct is contagious. When you bring together a community of special individuals, disagreements naturally arise. Workers from diverse cultures and work styles and preferences are distinctive. While these specific perspectives produce the best work, they can also produce frustration that rapidly causes conflict.

Slide 11: Stages of team development

The first stage in the life of a group is to get a group of people together. People focus on the tasks definition and assignment, the scheduling, the work of the team, and other questions concerning startups. In the formation stage, people often collect knowledge and observations about one another in addition to the emphasis on the nature and strategy of the team.

Upon implementation of the initiatives, group members need clarification on their goals and priorities and clear instructions about how they function individually and collectively. This contributes to a time called storming, since it can involve thinking critically and it typically causes interruption.

Moving via the storming phase successfully, implies a team has defined its mission and plan to achieve its objectives. It now switches to a time in which common principles are established as to how group members interact.

When the criteria have been developed and the team works as a unit, the phase enters. In the meantime, team members are readily active in interdependent activities and can efficiently interact and organize.

Slide: 12 Team roles

There is not a bunch of individuals with job descriptions, but a group of people who each have a position that other members understand (Kotler,2018) In order to become a high-performance team, each group needs connections to each of their nine habits. That does not mean, however, that all teams need nine people! Most people would have two or three positions on Belbin Teams in which they are most confident. Every position of the Belbin team is strong and weak, and every position of the team is of equal significance.

Slide 13: Manage Team Conflicts

Also in the most involved workplaces, conflicts are unavoidable. Conflicts can quickly effect on worker productivity regardless of the nature of the conflict if handled poorly. Before it is controlled and resolved, the dispute must be remembered. People tend to disregard the first indications of conflict, perhaps because it seems insignificant or is difficult to discern from a regular, healthy conversation in which teams can flourish. The next step is to consider the circumstance and the opinions of every member of a team, after the team is prepared to resolve the dispute. Take time to ensure that the message is received and respected by every citizen.

**Slide 16-20 are complete by Mihai Sibov-Medinschi
(1906679)**

Why Team Communication is important

- It is important to develop any successful organization (Borgo, 2008). Beside it also improves team members trust and working speed.
- Team can communicate in a quicker and more efficient amount of time than other individual
- Effective communication allows team members to understand their team roles and respective goals.
- In ensure the proper way to get success and gives the benefit of understanding among the team members for what's need to be done (Charlesworth, 2015)



Characteristic of team communication

☐ Good communication

- Engage with others
- Ensure trust when share message
- Honesty
- Good listening skill
- Leadership
- Appropriate body language and gesture
- Clear and concise the message

☐ Bad communication

- Defensives approaches to declare the information
- Confusion when delivered the message
- Unnecessary information
- Biased word or slug language
- Pointless verbal message

Tools to Improve Team Communication

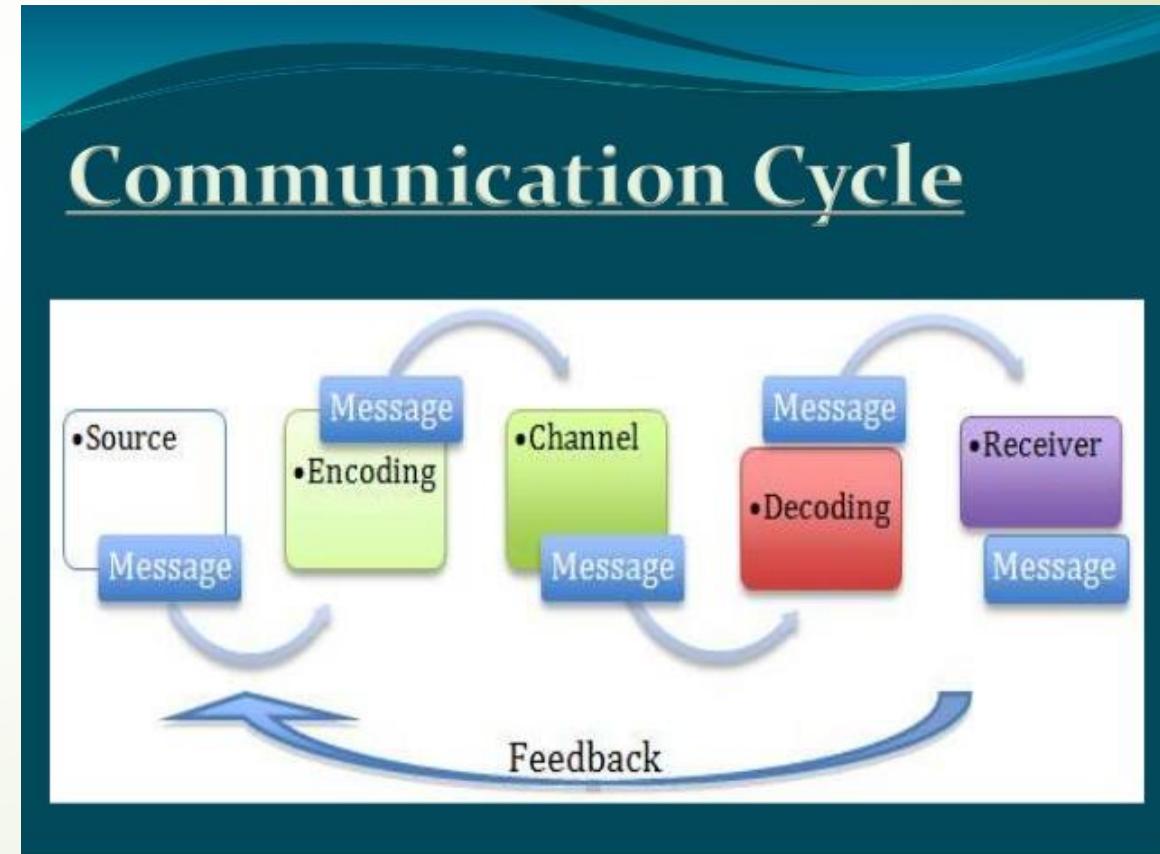
- Organization practice
- Follow the team leadership
- Practice within team
- Use modern equipment
- Customization and control
- Strong security and privacy system
- Use communication feature
- Private team network



Technique for team communication

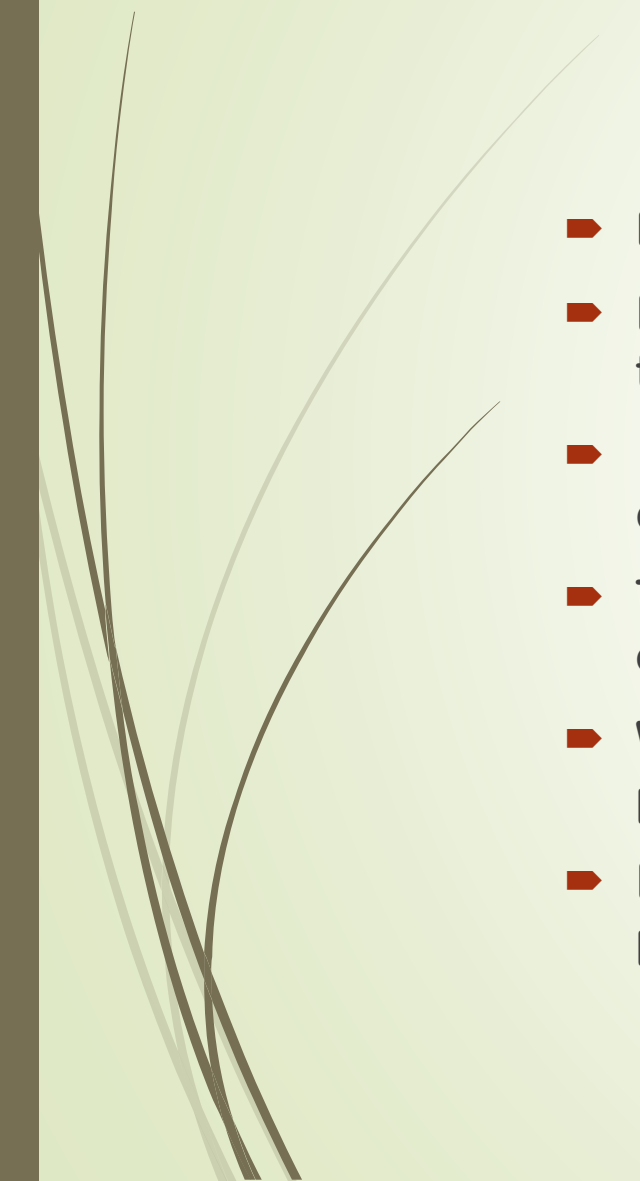
Effective communication process depends on following components (Ford, 2010). They are-

- Source
- Encoding
- Channel
- Channel
- Decoding
- Receiver
- Feedback





Conclusion



- Effective team working is necessary to achieve organization vision.
- In workplace communication and team working play the most important role to gain objectives (Blackstone, 2010).
- It must need to follow communication technique to make the team working effective to all.
- Team working and communication have some differences that impact on organization success.
- Without effective communication skill, team working could not find the proper way.
- In workplace it should better to develop the effective team working performance to reached on the goal.

Speaker notes on slides 16-20

Slide 16: Why Team Communication is important

Teams that communicate tasks in a faster and effective way than others. They are often more detailed than some in their work (Guffey,2010). Good effective communication helps team members understand the team's tasks and responsibilities. It also helps team members to realize what remains to be improved. Teams which do not interact efficiently waste valuable time and do a lot of work and tasks not needed because they do not understand what remains to be improved. These team members and their personalities often confuse one another. Research demonstrates that better communication combined with strong corporate support, expertise between the group leaders and consistent group goals will contribute to the highest influence on team performance.

Slide 17: Characteristic of team communication

Team communication has a different characteristic which ensure effective communication among team such as engage with other team members, trust, honesty and good body language. There have few characteristic of bad communication such as biased or slug word which reduce the effect of good team communication.

Slide 18: Tools to Improve Team Communication

An open border policy creates a framework whereby everyone can at any point ask questions, express concerns and suggest ideas. This is a vital part of building the team 's trust. Inaccessibly doing management sends out a message and they're not as important to lower levels of workers. It is important to keep the doors open for contact. One of the most important way to strengthen the team's contact quality is to invest in clarification of responsibilities. It lets everybody in the team know what material is most necessary to speak to various team members from the start.

Slide 19: Technique for team communication

- **Source:** The individual who communicates or sends the message lays the foundations for the communication process (Chaney, 2007). He is sending the message, a feeling, an idea, an image, a sign, an account or an order and movements, even an instant smile.
- **Encoding:** Encoding positions the intended message in the required form, whether verbally or nonverbally, based on the situation, time, space and type of the message that is to be transmitted.
- **Channel:** Channel(s) represents the flow or transmission of the message. The message is sent through a channel connecting the sender to the recipient.
- **Decoding:** Decoding is an approximation or conversion to understandable language of the message being sent. It just means getting the message. The recipient interprets and attempts to grasp it as much as possible after receipt of the message.
- **Receiver:** The person or community to whom the message is intended is the recipient. He may be a speaker, a reader or a spectator. The contact may be unsuccessful if the recipient fails to do so.
- **Feedback:** The last element of the process of communication is feedback. The message sent out to him / her by the sender relates to the receiver's reaction. Feedback is important for successful encoding, transmission, decoding and comprehension of the message.

Slide 20: Conclusion

Teamwork is cooperation among the people who work on a mission. Teamwork is commonly defined as a group of people's ability to cooperate together for a common goal. (Scott, 2011). We also use the expression, for example: "He or she is a strong team player." An atmosphere of cooperation and commitment encourages a team climate. These close relationships simultaneously inspire workers to work harder, to collaborate and to support each other. Communication is the important part of teamwork it increases team efficiency and productivity.



Reference

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- Burns, S. (2016) Teamwork; Start Up, Growth and Maturity. London: Palgrave
- Charlesworth, A. (2015) An Introduction to team working and communication learning. Ebook. Abingdon: Routledge

Appendix: Mihai Sibov-Medinschi class exercises



Effective Team Working and Communication – Term 1 BMSW4002 In-class exercise 1

From the beginning
first at all Barry have to understand
the importance of receiving the right
message for employees. Obstacles are
various:

- Age of employees
- Their attention to various cultures
- English is not primary language
- Trainings must be done in the way to ensure that all employees have understood all provided information

Also is very important for a leader
to know and apply the principle of being a
example for employees in work appearance,
and also vocal expression.

Lecturer's comments:

You have not answered the question
on communication model. In a case study,
you need to analyse what is happening, the
suggest ways in which things can
be improved.

Lecturer's signature:

Date:

15/11/19



Effective Team Working and Communication – Term 1 BMSW4002 In-class exercise 1

gr. 13

Student Name: Mihai Sibov-Medinschi Student ID: 1906649

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Dear Mary December

I am writing you in order to invite you to a
training course in non-verbal communication.
Knowing you as a good worker and a promising
Supervisor our company wants to help you to
improve your non-verbal communications skills,
in particular vocal expression and gestures.
This improvement will give you possibility
to send right messages to your workmates and
will result in a efficient teamwork.
All details about the course you'll find
in the attached file.

Wish you good luck!

Yours sincerely

This is very good. You have completed all
aspects of the task.

Lecturer's signature:

Date:

15/11/19

Mihai Sibov - Medinschi 1906679 gr. 13

Part I - case 1

Q1. Calming words didn't have any effect on Mary's daughter. Because in this words was only interest for ~~self~~ herself, instead of her daughter problem. It was only calming intonation, but Mary's mind was in typing, and at least she shows directly that for her is more important her own events.

A2 Just to focus for some ^{minutes} ~~time~~ on her daughter's problem in order, to find a solution that ~~she~~ can gave satisfaction to her daughter.

Part II - case 2

Q1 Sally was upset because when she ~~was~~ ~~soli~~ had need for his attention he interrupted her, but after that he had need of her attention in the same way

A2. Before Steve start to share his work events, ~~he~~ it was necessary to apologise for his ~~extreme~~ attitude in the evening.

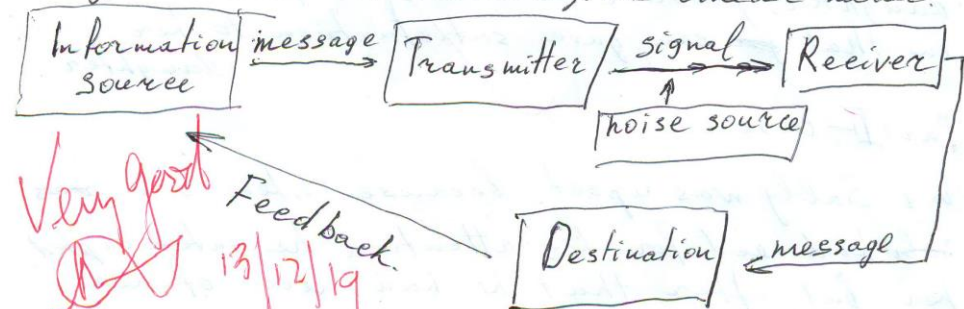
Very good!
13/12/19.

Part 2:

Dear ~~leaf~~ student,

Communication is the exchange of thought, information, or ideas that results in mutual understanding between two or more people. The process requires at least one sender, one receiver, and a message that is transmitted within a communication medium that can be: oral, written, non-verbal or electronic.

Shannon-Weavers model of communication is known as "mother of all models", because it is recognised as most technological linear model.



For an example: Your brain might be the sender, mouth-encoder, which encodes to a particular language, air might be the channel, another person's ear might be the receptor and his brain might be decoder and receiver.

In case of non-verbal communication encoders are nonverbal cues such as smiling, eye contact, and all kinds of mimicry, ~~and~~ body moving, gesticulation. Importance of ~~non-verbal~~ is, if you can understand and interpretate non-verbal comm., you can built strong relationships at home, work, etc.

①

Dear Mr. Twister

Sad to inform you that we have no more in stock the electrical testers that you are requiring. ~~But you will be happy to know that~~
But to your joy, in a week there will be in stock next generations of testers having better performance than previous one.

Securing now the amount of testers that you need, you'll have a discount of 10% for this product.

If you are interested in this offer, follow please the link: - - - - -

Sincerely yours,
- - - - -

②

Hello my friend!

Hope you are well. I have two news for you: one bad - I can't give you the book you asked for today, but the good news is that our common friend will return the book tomorrow coming in a visit, so if you will come to me tomorrow ~~between~~ after 6 pm you'll find the book and your old friends. See you tomorrow?! ☺

class 13 Sibou-Mediaschi Mihai

George-Lucian Sibov-Medinschi class exercises



Effective Team Working and Communication – Term 1 BMSW4002 In-class exercise 1

Bazzy can try to go on to inform himself about different ~~*~~ cultures, can try to learn a little bit from another languages
This will help him with understanding his employees better.
I like to rush with training even is so man if there are many people to train.
To ~~the~~ train 2 employees to help him with training.
To organise his life after work in that way that he will be able to face challenges at work in a calm mood. ✓
(cold)

Lecturer's comments:

Lecturer's signature:

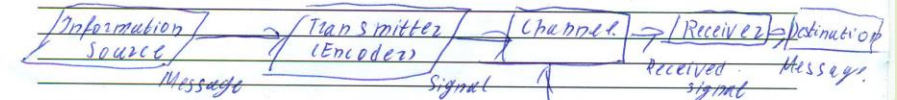
Date:



Effective Team Working and Communication – Term 1 BMSW4002 In-class exercise 1

By Communication challenges and obstacles that Bazzy faces ^{were} the next ones:
• Employees ~~was~~ from various & cultures
• Employees ~~was~~ in a big years range from 16-55
• Employees ~~was~~ not speaking english as a primary language
• Time for training was reduced
• Some of ~~people~~ workers miss their training
• Bazzy was stressed because he ~~haven't~~ managed the free time in a proper way.

Communication model that can explain this situation is Shannon-Weaver communication model 1949



As we can see in this model the attention is given to "noise" that are on the way of message.

Bazzy was feeling very bad and also was frustrated by the situation with training, due to this he misconsidered the noise that was in that the kitchen and haven't ~~the~~ assured that the employee received his message.

Lecturer's comments:

Lecturer's signature:

Date:

George-Lucian Sibov-Medinschi Gr 13 1906678

Case 1

Q1:

Mary's calming words didn't have any effect because her attention was on papper's papers and her daughter felt that her parrent is not giving enough time ~~to~~ for solving her problems.

Q2:

~~Case~~ In this situation Mary needed to stop her's paperwork and be on 100% on solving her's daughter problems. ✓

Case 2

Q1

Sally was upset because Steve didn't wanna to listen to her and after just forgeted.

Q2

Steve could spent some of his time on listening to Sally story and giving her his attention in place of being ~~concentrated~~ concentrated on his person and story ✓

2. Writing an e-mail

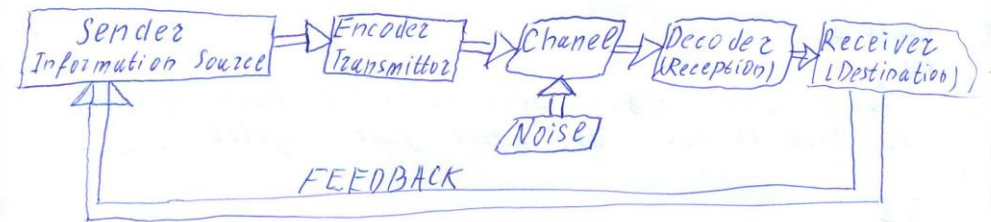
Dear Lucy Marks

Communication is simply that act of transferring information from one place, person or group to another.

Transmission of the message from sender to recipient can be affected by a huge range of things ~~with~~ that are explained by the Shannon and Weather model

Weaver

The Shannon-Weather model is a linear model of communication that provides a framework for analysing how message are sent an received.



1 Sender - person (or object or thing) who is starting the process.

2 Encoder - person or machine

Not complete

13/12/19.

Vlad-Vasile Sibov-Medinschi class exercises



Effective Team Working and Communication – Term 1 BMSW4002 In-class exercise 1

Student Name: Vlad-Vasile Sibov-Medinschi Student ID: 1906680
Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

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- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

Dear Mary December,

I am writing because I have for you 2 news, one good and another not so good. I like how are you doing your Supervisor work but I have observed something in your communication skills, your verbal communication seems alright but when it comes to your non-verbal skills, people sometimes get confused. This was the bad news and the good news is that we can solve that. I know you're coming from another country, where the body language is different but if you go to Non-Verbal Communication Training course, that could help you a lot, you'll be more able to even understand others and to communicate the exact information so the people complete their task correctly.

Thanks a lot and waiting for your answer.

Director of Communications

The director wouldn't wait for an employee's answer. This is an instruction.

A good effort.

Lecturer's signature:

Date:

16/11/19.



Effective Team Working and Communication – Term 1 BMSW4002 In-class exercise 1

Barry faced many communication challenges and obstacles like language obstacles — his employees come from varied cultural and ethnic background, as a consequence for many of them English is not their primary language. Being in a hurry — because the training is often hurried, the employees sometimes don't receive full training and other times don't have training at all. Time management — Barry don't allow the necessary time for the tasks he is doing, because of that he is always in a rush. The man thought he was talking to the chief and Barry ~~hasn't~~ ^{didn't} noticed that because he didn't allow enough time for the training. Noise — in the kitchen there are always different noises. The model of Shannon-Weaver from 1949 can explain this situation.

The information source (Barry) was always in a rush. The transmission was English language which wasn't fit in all cases, because other people didn't know it well. The channel was the kitchen in which there was always all kind of noises. Receivers are the employees which need to translate the message in their heads. Destination — Mission should be complete with no issues, and here there are a lot of mistakes. To solve this Barry need to take his time and have more patience with himself, with employees and with life itself and then all the problems will disappear.

Who's communication model?

Lecturer's comments:

Very Good attempt at an answer.

Lecturer's signature:

Date:

16/11/19.

Q1. Mary's calming words didn't have any effect on her daughter, because the child required attention earlier and Mary gave her ^{the} required attention only 15 min later.

Q2. To make the situation better Mary could look at her child and try to make a contact or after the conversation say "sonny I was very busy, what's happened?".

Case 2.

Q1. Sally was upset because Steve didn't want to listen her and the next day he didn't ask her about that.

Q2. Steve could listen to Sally's story or he could ask her the next day to tell her story, instead of telling his story.

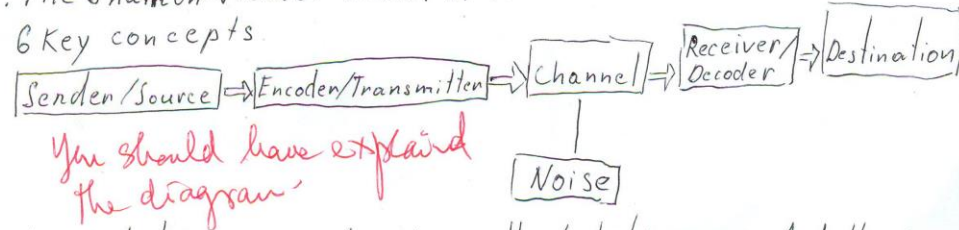
Part 2.

Dear Lucy,

I am happy you are looking for answers. Let me explain all that for you.

1. Communication is a method of sending and receiving of the information.

2. The Shannon-Weaver model of communication breaks it into 6 Key concepts.



3. Non-verbal communication is mostly body language. And this is so important because the body language encodes a lot more information than usual language does.

Hope this was helpful and if you have any other questions, don't hesitate to question, I will be happy to help.

Yours sincerely,
Vlad Sibov.

Very good
13/12/19