



Effective team work and communication (BMSW4002_LON)

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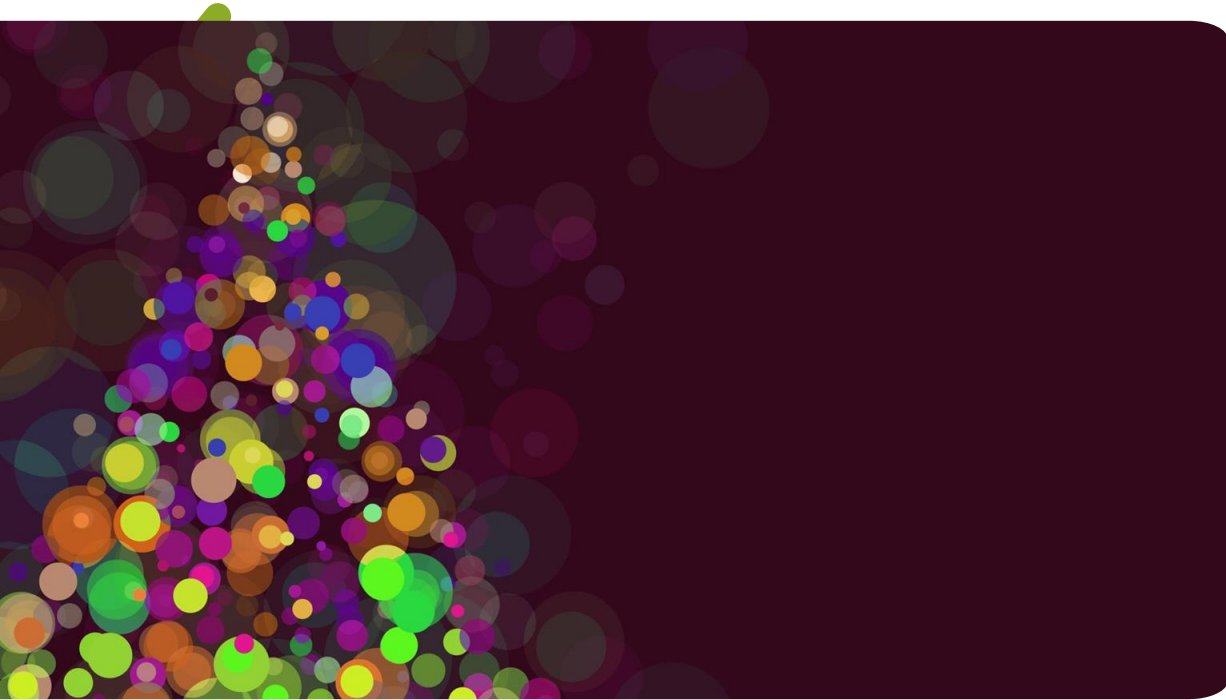
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Introduction

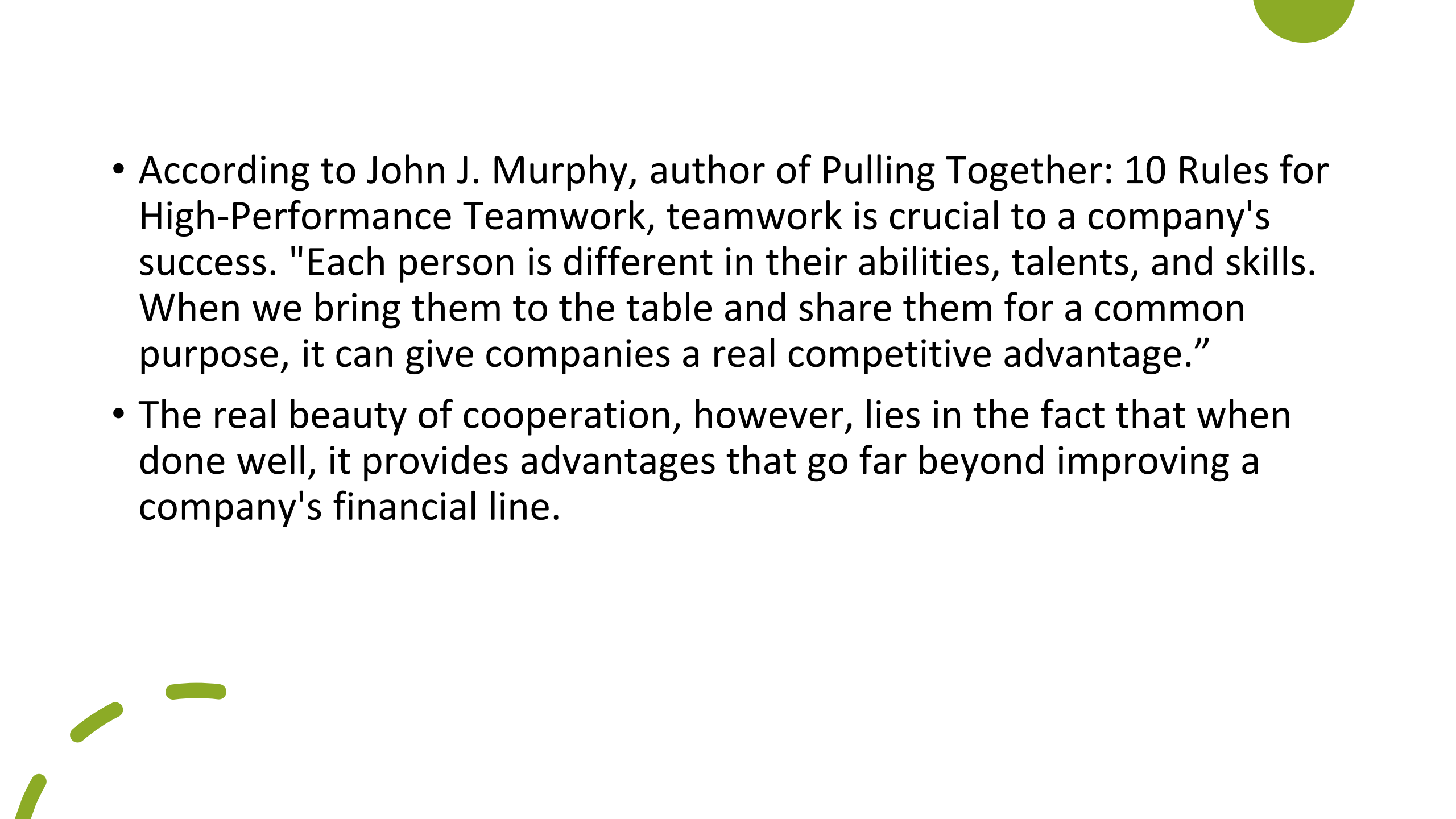
- By utilising efficient communication and teamwork, a business may create a positive workplace atmosphere.
- A pleasant workplace indicates that happier employees are interacting with the public and customers, which impacts all facets of business operations.
- The first step in encouraging good communication among business teams is leadership that develops clear rules and standards.



Benefits of team work

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- According to John J. Murphy, author of Pulling Together: 10 Rules for High-Performance Teamwork, teamwork is crucial to a company's success. "Each person is different in their abilities, talents, and skills. When we bring them to the table and share them for a common purpose, it can give companies a real competitive advantage."
 - The real beauty of cooperation, however, lies in the fact that when done well, it provides advantages that go far beyond improving a company's financial line.



Benefits of Team Work

- Better problem solving
 - Increased potential for innovation
 - Happier team members
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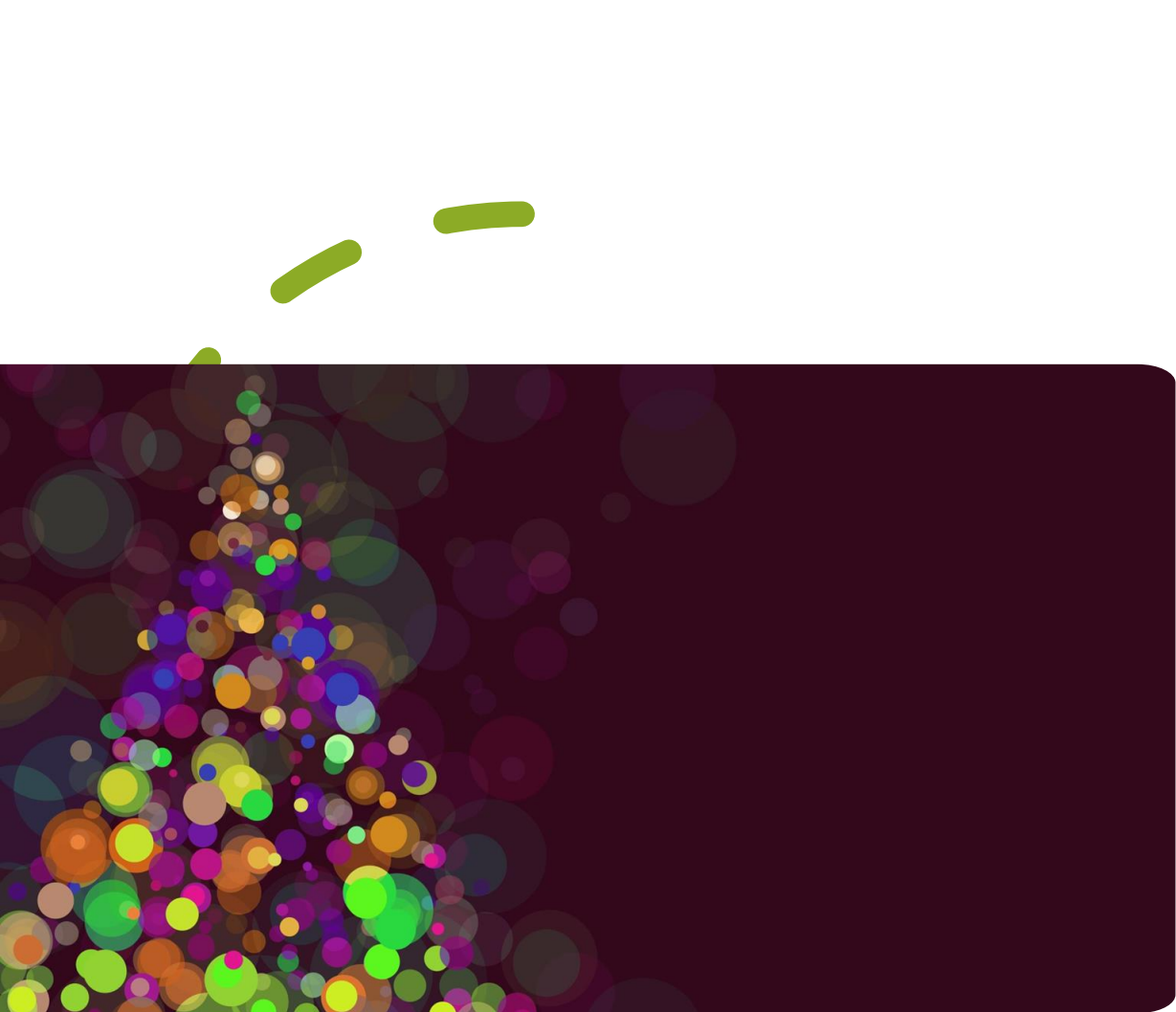
Benefits of Team Work

- Enhanced personal growth
 - Less burnout
 - More opportunities to growth
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Benefits of Team Work

- Boosted productivity
 - Smarter risk taking
 - Fewer mistakes
 - Expanded creativity
- 



Stages of team development

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Stages of team development

- Forming
- Storming
- Norming
- Performing
- Adjourning

Forming

- First meeting of them team members
- Developing relationship
- Formal form of communication
- Self-introduction
- Necessity of formal leader

Storming

- Competition for position
- Conflicts for the roles
- Team members may reject the tasks at an emotional level
- Lack of participation

Norming

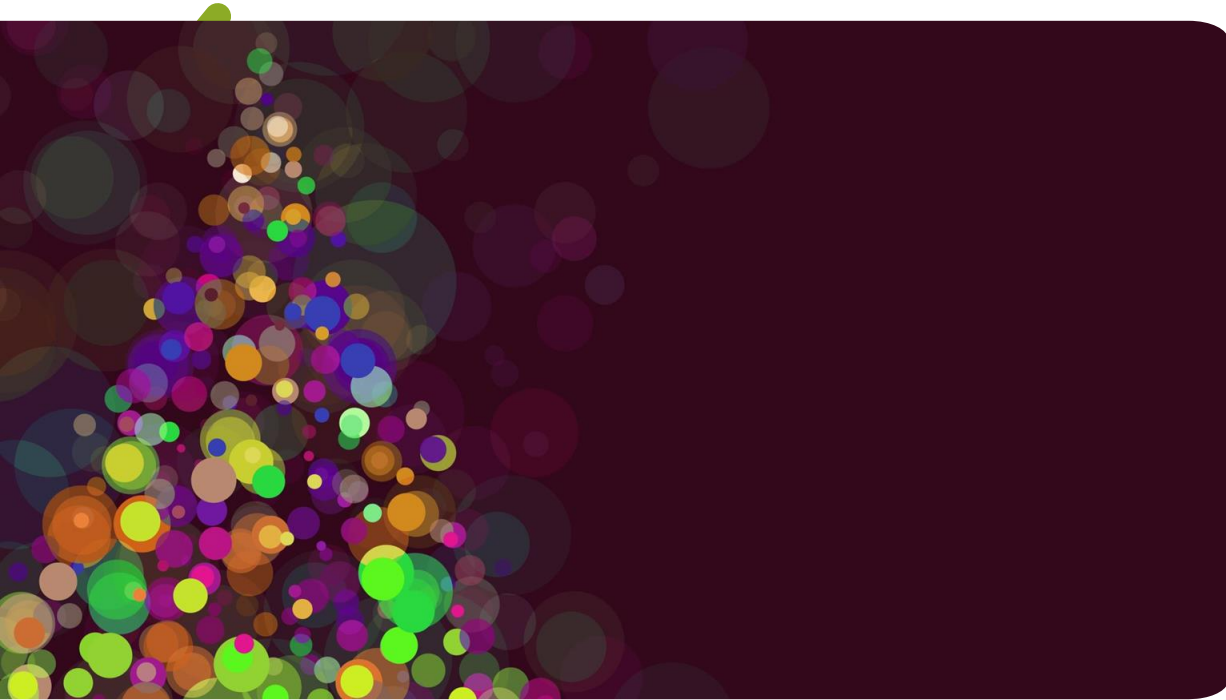
- Developing of the cooperation
- Conflict are confronted
- Recognition of other ideas
- Clearly demonstrating support for the new leadership

Performing

- Roles are flexible and fully agreed
- Team work is achieved
- People are more open to discussions
- Members of the team are more motivated

Adjourning

- The procedure for dissolving the team
- Anxiety about separation and ending
- Positive feeling towards leader



Team roles

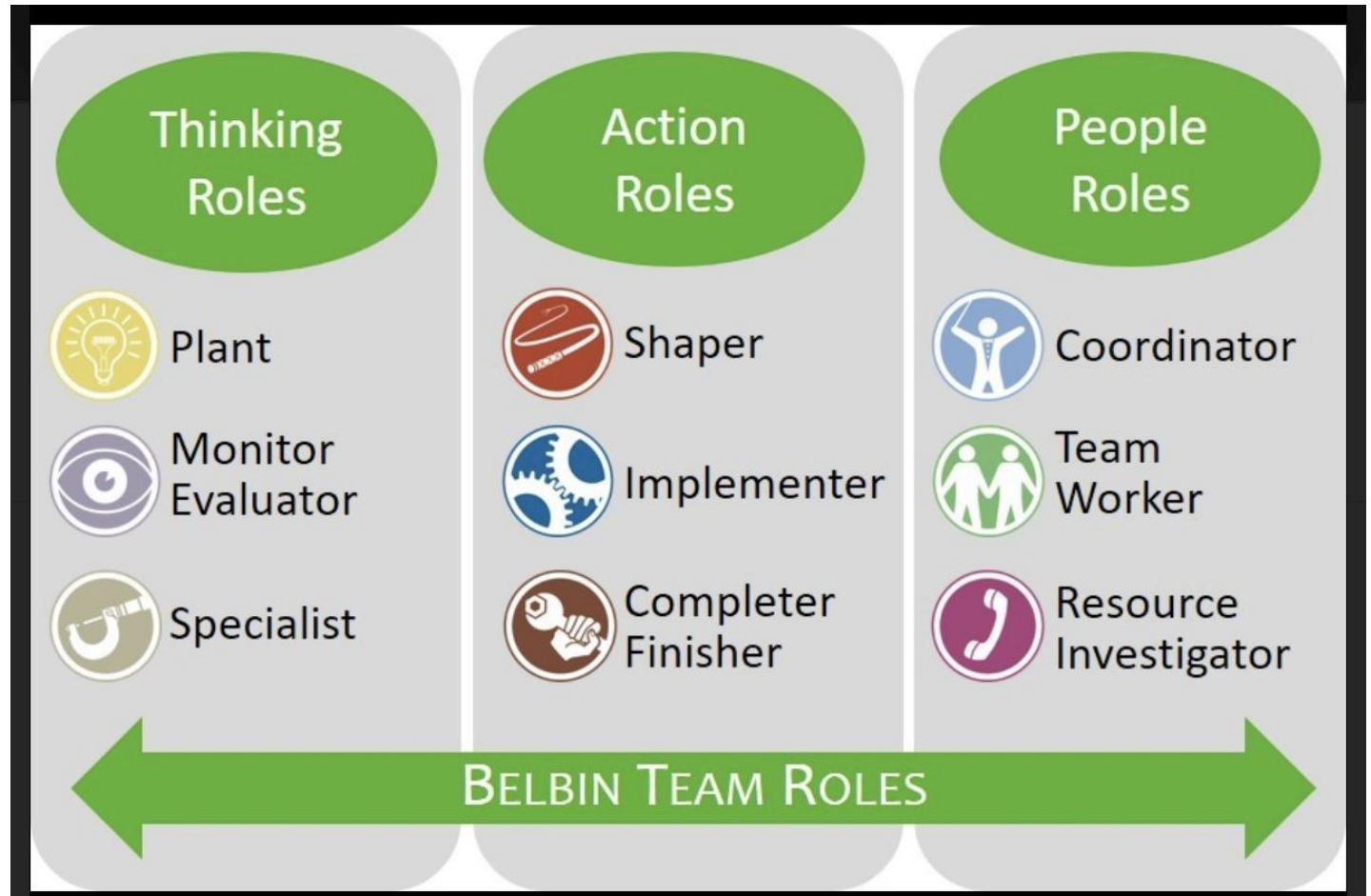
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Team roles

- Today, most organisations place a high priority on having effective teams.
- The organisational structure popularised by Meredith Belbin for management teams.

What are the 9 Belbin Team Roles?



Thinking Roles

- PLANT is incredibly creative and adept at finding novel solutions to issues. Strengths: Creative , free thinking , solves difficult problems.
- Allowable faults: May fail to notice events and may be too busy to speak clearly.
- MONITOR EVALUATOR: Offers a logical perspective, renders unbiased decisions as needed, and assesses the team's alternatives objectively.

Strengths: Sober, strategic and discerning

- SPECIALIST: Devoted, self-starting, and single-minded. They offer specialised information and abilities.

Action Roles

- SHAPER : energetic, demanding, and thrives under pressure. possesses the motivation and bravery to face challenges.
- Allowable flaws: Can be easily provoked and can occasionally hurt people's feelings.
- IMPLEMENTER: Practical, trustworthy, and effective. translates thoughts into deeds and arranges the task that has to be done.
- Weaknesses: can be a little sluggish to adapt to new possibilities and rigid at times.
- COMPLETER FINISHER: Searches out errors. Delivers on time. PERFECT!

People Roles

- COORDINATOR : mature, self-assured, defines team objectives, supports decision-making, and makes an excellent chairman.
- Allowable weaknesses: Off loads personal work.
- TEAM WORKER : Co-operative, perceptive and diplomatic.

Allowable weaknesses : Can be indecisive in crunch situation and tends to avoid confrontation.

- RESOURCE INVESTIGATOR: Outgoing, enthusiastic . Explore opportunities and develops contacts.

Allowable weaknesses : Might be over-optimistic and can lose interest once the initial enthusiasm has passed.



Managing Conflicts

Sergiu-Viorel Chiran

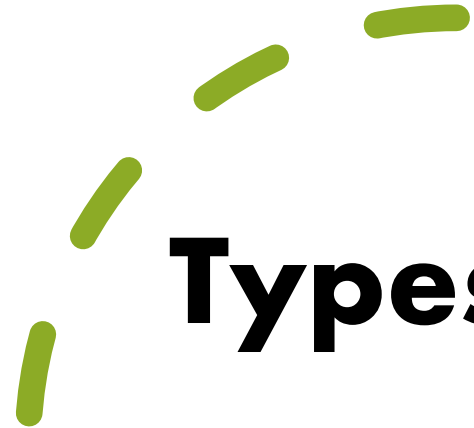
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Negative Impacts of Conflicts at Workplace

- Lose time and money (2 – 3 hours per week)
- Toxic work environment
- Personnel loss

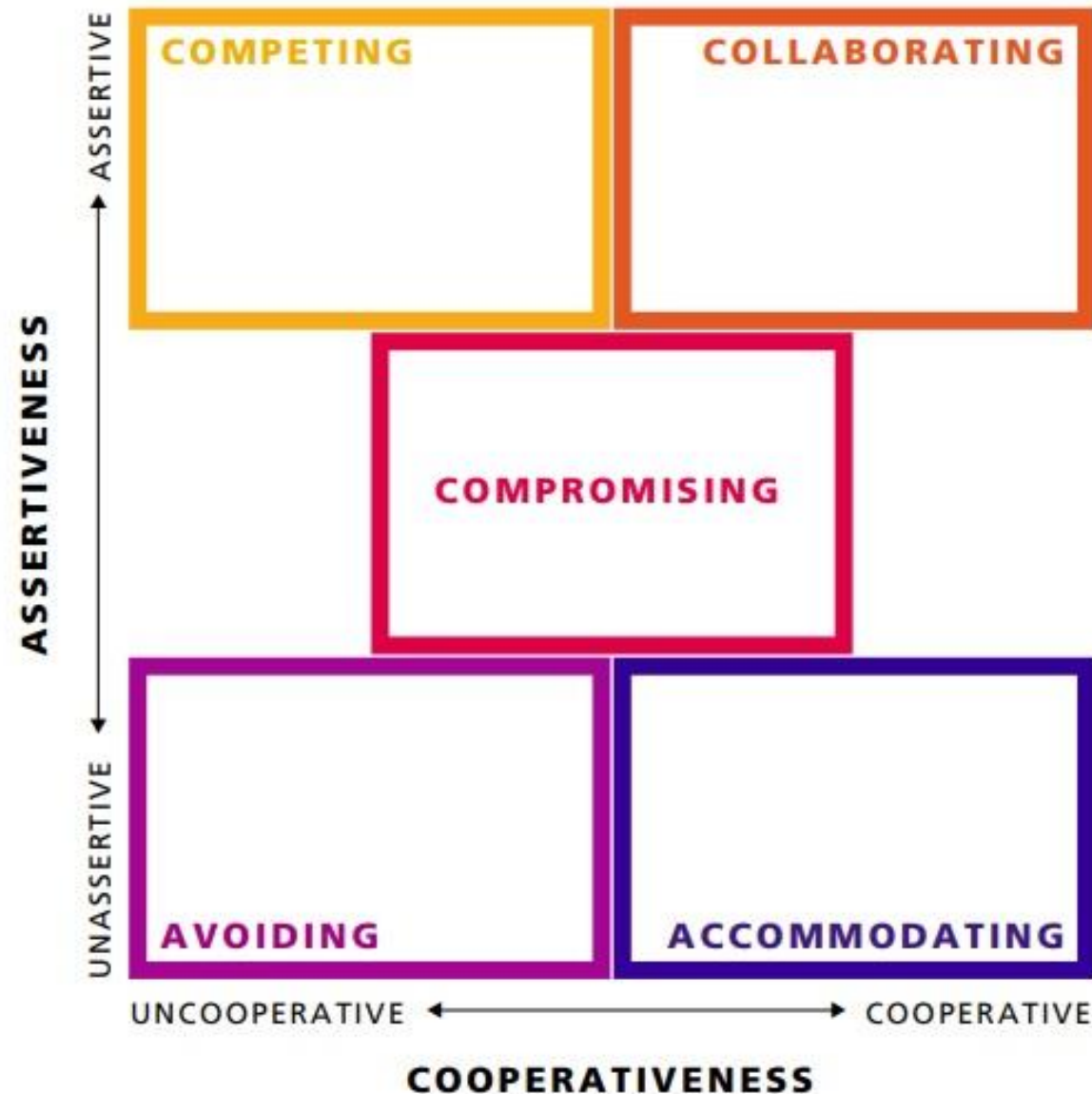


Types of conflicts

- Task based conflicts
- Leadership conflicts
- Work style conflicts
- Personality clashes

(indeed.com, 2022)

Thomas-Kilmann Instrument



(Thomas, K. and
Kilmann R, 2008)

Best method?

- **Competing**

When?

Overuse

Underuse

- **Accommodating**

When?

Overuse

Underuse

- **Compromising**

When?

Overuse

Underuse

- **Collaborating**

When?

Overuse

Underuse

- **Avoiding**

When?

Overuse

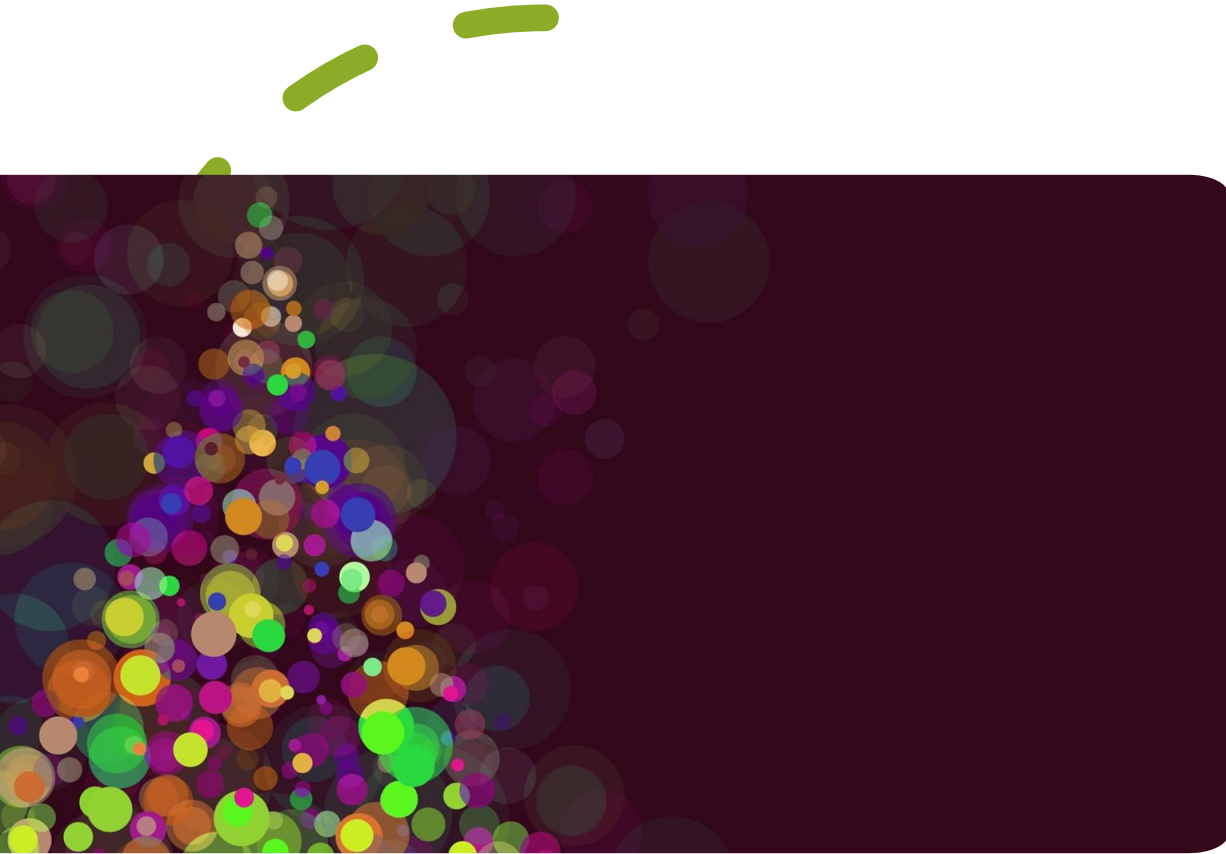
Underuse

(Thomas, K. and
Kilmann R, 2008)



Important attitudes in order to manage a conflict

- Active listening
- Willingness to accept other opinions
- Reassure the other person that you understand their words and feelings
- Constructive criticism, and accept to be challenged and questioned about your opinions



Successful team development

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Successful team development

The success of every organisation depends on effective cooperation. You must create consistent, transparent channels of communication and keep an eye on how the group interacts in order to maintain collaboration. Effective communication needs effort on everyone's parts and is not a straightforward one-step procedure.





Steps in Building a Strong Team

- Recognize your duties
 - Cover the Belbin Roles
 - Have common objectives
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Steps in Building a Strong Team

- Deal with change
- Deal with conflicts
- Share information

Steps in Building a Strong Team

- Share ideas
- Create trust
- Adapt
- Socialise

Conclusion

- Effective communication is essential in our private lives and of course at the workplace
- There are different types of personality that influences your role inside of a team
- Conflicts are opportunities of evolve or to dissolve the team
- Understanding the soft skill of communication gives us an advantage in personal life and workplace too

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