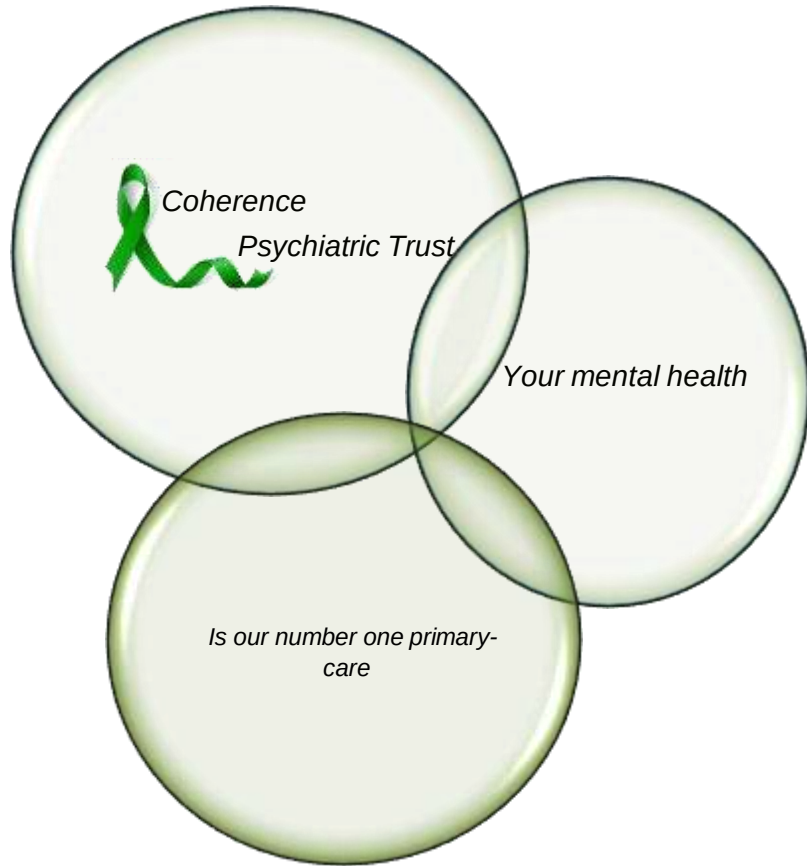




Module Name –
Effective Team Working &
Communication

Module code -BMSW4002
Lecturer – Diya Ganguly



What is “Coherence Psychiatric Trust” ?

-We are a foundation trust, whose aim is to provide primary mental health care within young adults and adults care settings.

We provide mental health rehabilitation for mental illnesses such as stress.

Your mental health matters!

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*Topic - Stages of team
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Student Names & Numbers

*-Jessica Brito
- Student ID -2008475*

*-Stephanie Kenechukwu -
Student ID - 2008474*

*-Jessica Sila
-Student ID - 2008338*

*-Robert Boateng
-Student ID - 2011490*

*-Adriana Silva
-Student ID - 2008480*



Benefits of Team Working

What is a team?



“A GROUP OF PEOPLE WITH COMMON GOALS AND ACHIEVEMENT THAT ORGANIZES A PARTICULAR SOLUTION FOR A PROBLEM.” –(OXFORD LANGUAGE DICTIONARY)



“A TEAM IS A SMALL. NUMBER OF PEOPLE. WITH COMPLEMENTARY. SKILLS WHO ARE COMMITTED TO A COMMON PURPOSE” (ROYAL COLLEGE OF PHYSICIANS, 2017)

-” If you want to go quickly, go alone. If you want to go far, go in group”

-African Proverb, (Pinterest 2007)



What is like to work in a team?

Working in a team is all about bringing common/similar ideas within your peers in which will help to lead to a successful outcome.

To work in team successfully you will need to be willing to have an open mind for different views and perspectives from your peers.

Also, you will be required to have the following skills and abilities to reach to a good level when working in a team such as:

- Good communication skills
- Being proactive
- Common goals withing the peers in your team
- Being flexible
- Have Empathy for your colleagues
- Crucially have a Good time management
- Being able to work under pressure

Advantages of Teamwork ?

-Working in a team it does require a lot of concentration and that every single member of the group stays focused in one common goal. There are so many advantages of working in a team such as:

- With a team, you are able to expand your skills and improve certain areas of your communication
- Develop good people and social skills
- Understand and respect better other people differences
- Get to know different backgrounds of the community
- Feel motivationally encouraged



Team working is beneficial...

Team working will always be beneficial for any company working into a desired accomplishment. Working a team work brings benefits such as:

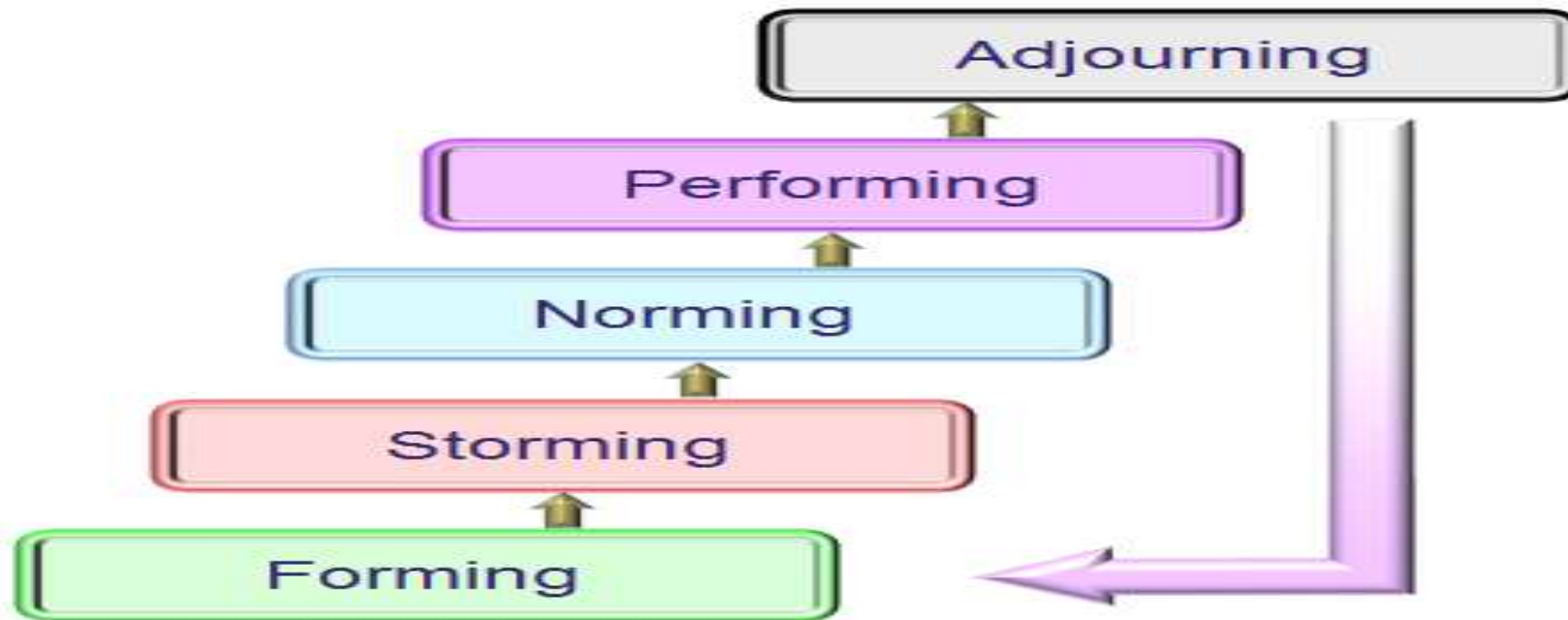
- Differential components of ideas

More organizational flexibility in which helps the team to aim and maintain focus on on goal

High levels of quality of work production

Supportive dynamics

STAGES OF TEAM DEVELOPMENT (TUCKMAN)



- *BRUCE TUCKMAN: GROUP DEVELOPMENT* by [Mike Clayton](#)
([APRIL 7, 2015](#))

Forming

(Immature Group)

Characteristics



Group members get to know each other



Observations



Defining goals



Setting ground rules

Solutions

- ▶ Taking the lead
- ▶ Being accessible
- ▶ Initiating introductions
- ▶ Sharing performance criteria
- ▶ Maintaining rapid response times

Storming

(Fractional Group)

Characteristics

- *Conflicts*
- *Tension*
- *Strong feelings (eagerness, excitement/anxiety or suspicion)*
- *Questioning the leader of the group*

Strategies

- ▶ Proposing and promoting input
- ▶ Recognizing problems and fostering their resolution
- ▶ Normalizing matters
- ▶ Building faith by upholding commitments

Norming

(Sharing Group)

▶ *Characteristics*

Awareness

Acceptance of the group leader

Acceptance of team members

Trust

Stable roles

▶ *Strategies*

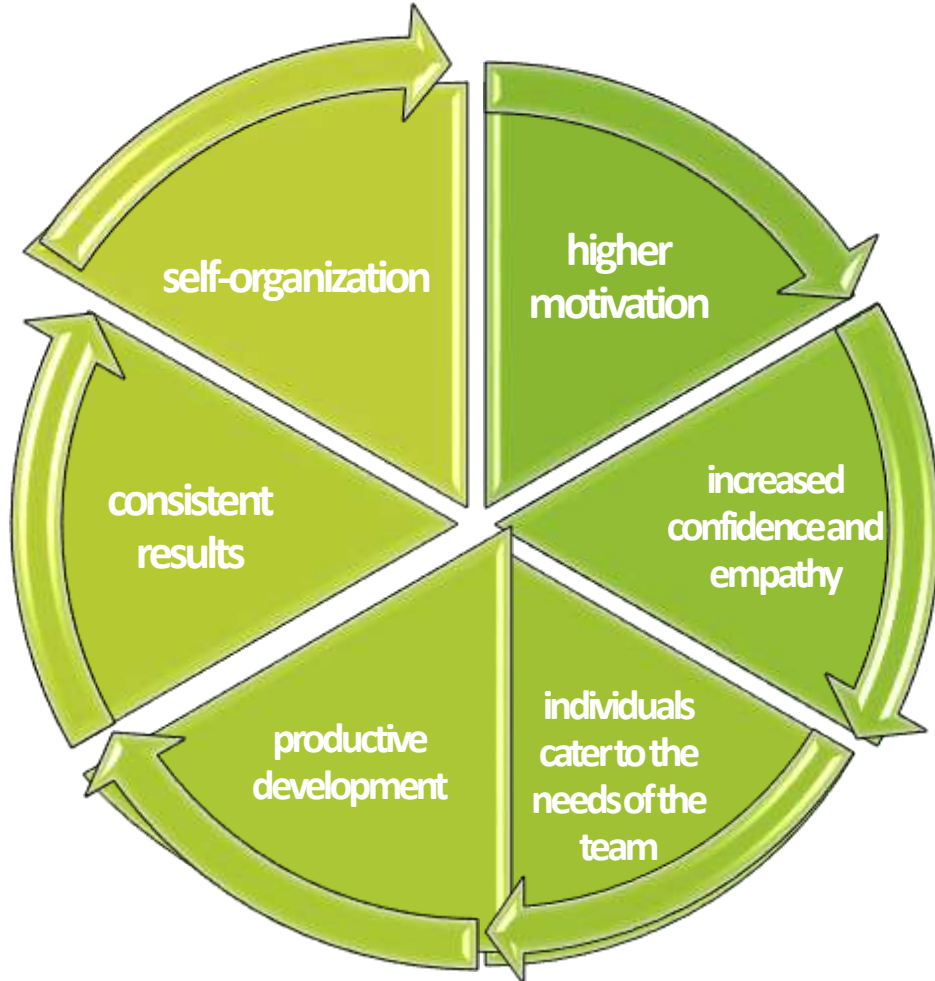
- ▶ Recognizing individual and team contributions
- ▶ Providing resources for development and input
- ▶ Tracking the team's capacity

Tuckman's Stages of Group Development by Admin (October. 15. 2018)

Stages of Team Development by: John/Lynn Bruton and Lumen Learning. (N.D.)

PERFORMING

► Characteristics



Strategies

- Guiding from the hand
- Praising achievements
- Promoting collaborative problem-solving and decision-making

Tuckman's Stages of Group Development by Admin (October. 15. 2018)

Stages of Team Development by: John/Lynn Bruton and Lumen Learning. (N.D.)

ADJOURNING ***(Disbanding Group)***

Characteristics



Recognizing change



Providing an opportunity for summative team reviews



Providing an opportunity for individual recognition



Celebrating the team's achievements

Strategies



(Also known as Mourning or Transitioning)



Involves a change of focus to procedure

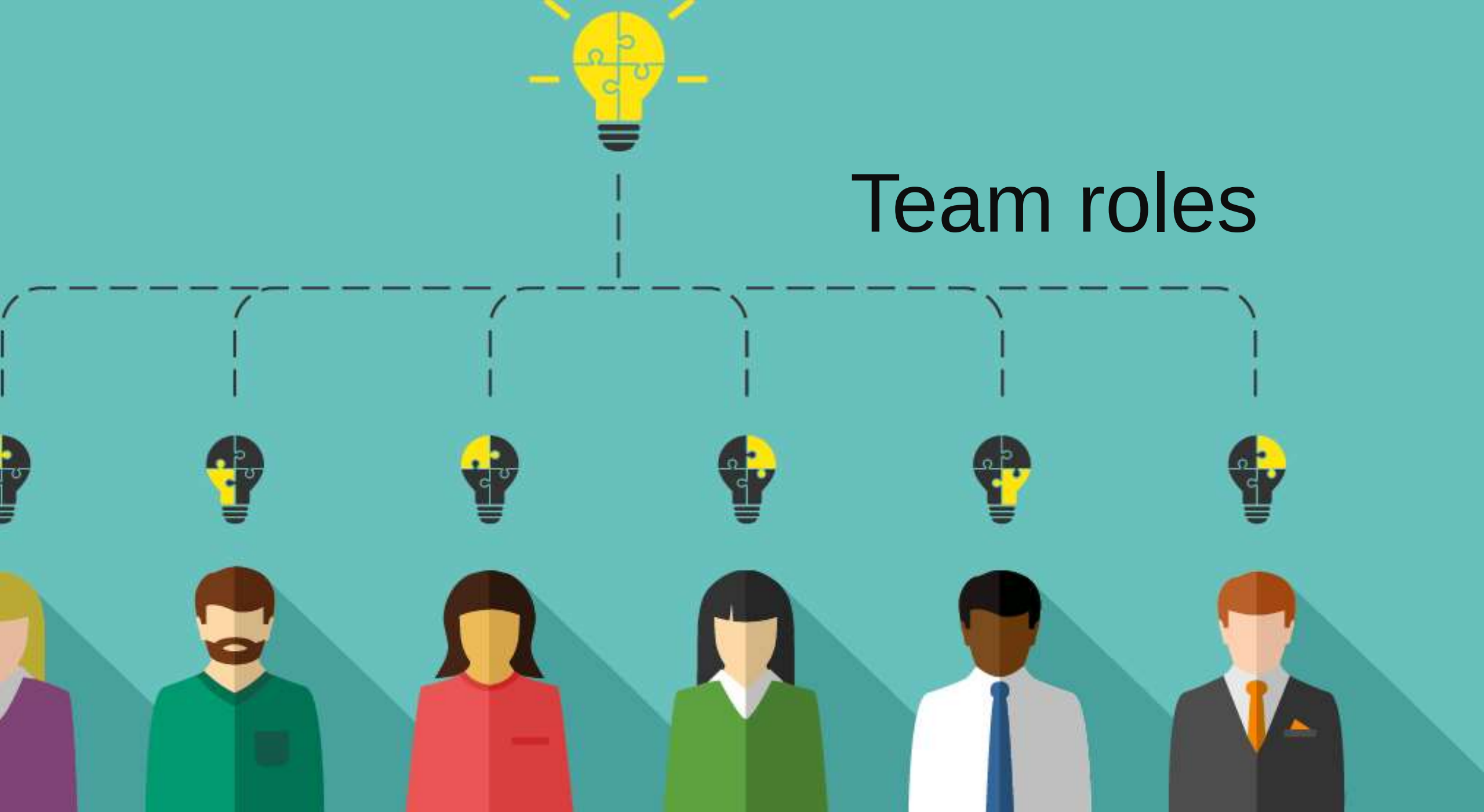


Disappointment



Acknowledgment of team and individual contributions

Team roles



What is team role?

- The **team roles** describe a pattern of behaviour that characterises one person's behaviour in relationship to another in facilitating the progress of a **team**. This approach enables an individual or **team** to benefit from self-knowledge and adjust behaviour according to the demands being made by the external situation.



What are the 9 team roles?

- The Monitor Evaluator (thought-oriented)
- The Specialist (thought-oriented)
- The Plant (thought-oriented)
- The Shaper (action-oriented)
- The Implementer (action-oriented)
- The Completer/Finisher (action-oriented)
- The Coordinator (people-oriented)
- The **Team** Worker (people-oriented)



- **Teams** are **important** because they can accomplish much more than any of the members could achieve individually. The team that functions effectively and efficiently brings together a diverse range of characters, skills, and talents, and is able to realize large, complex projects.

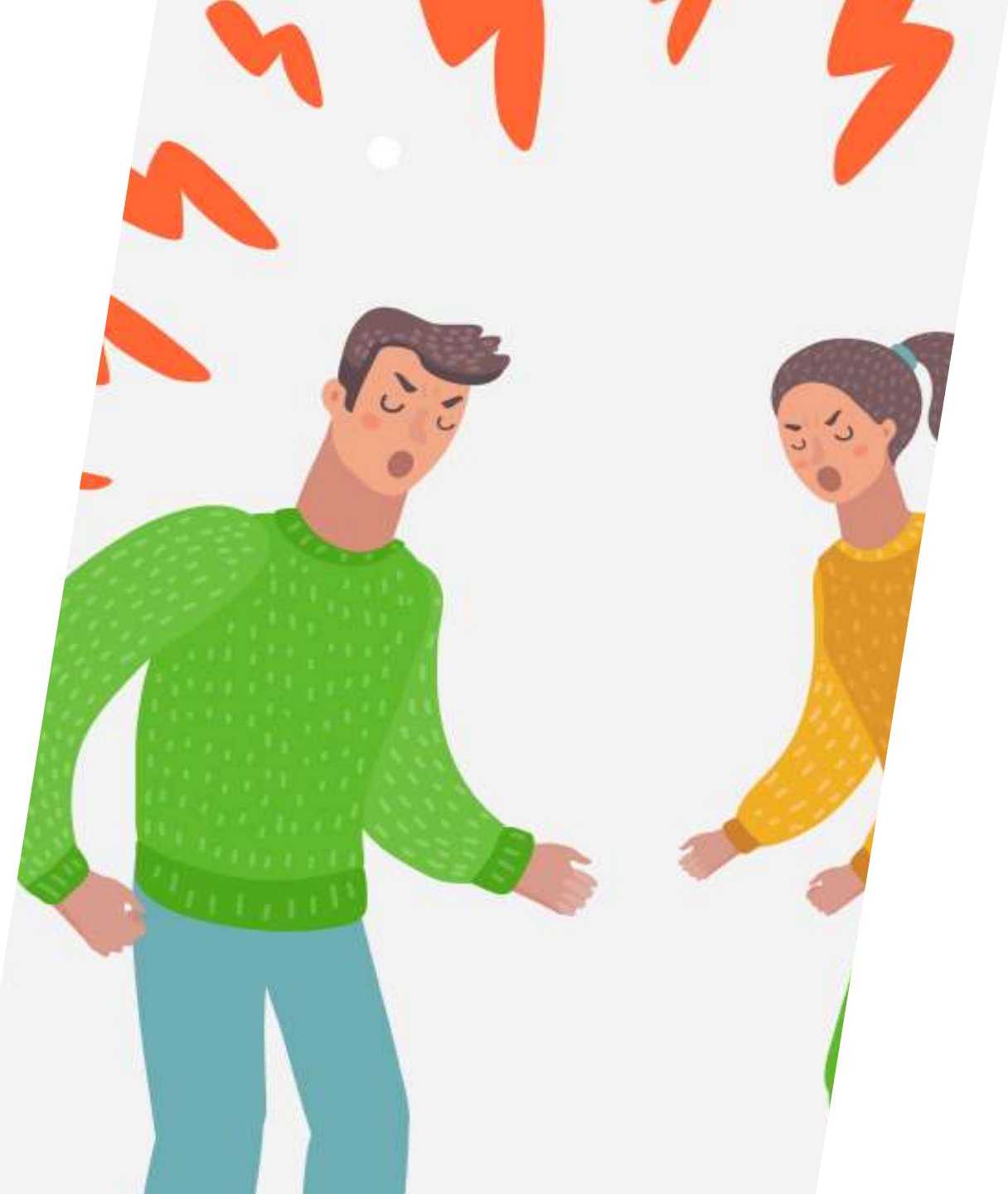
Why is team
roles
important?

Why use Belbin team roles?

- Belbin Team Roles are used to identify behavioural strengths and weaknesses in the workplace. Whether developing people, resolving conflict or fine-tuning high performance, Belbin Team Roles provide the language to ensure that individuals and teams communicate and work together with greater understanding.

What are the benefits of team roles?

- **Teams** offer diversity, promote learning opportunities, address more complex problems, offer flexibility, deliver faster results and can mirror organisational values. **Teams** don't just make us better workers, they make us better people. Belbin **Team Roles** can help: Select people to form high-performing **teams**.



Managing conflicts

What is the term manage conflicts?

Conflicts management is the process of limiting the negative aspects of conflicts while increasing the positive aspects of conflicts. The aim of conflicts management is to enhance learning and group outcome, including effectiveness or performance in an organizational settings.

Properly managing conflicts can improve a group outcomes such as :

- . Conflicts resolution
- .Orientations to conflicts
- .International conflicts management .

Managing conflicts has been in existence for a very long-time according to research, between organization, group of people at workplace or group of ethics of people /teams.

According to management research conflicts in the workplace is a perennial problems for organizations, whether its disagreement between work colleagues, dispute with management or large scale industrial action, conflicts negatively affects both people and profits as employee morale and productivity fall

- **However with knowledge and research the key factors to manage conflicts with others are as follows:**

- .Talk to the person
- .Identify the points of disagreement summarize then discuss
- .Develop a plan
- .Set up a meetings with the person you supervised
- .Understand the relationship.

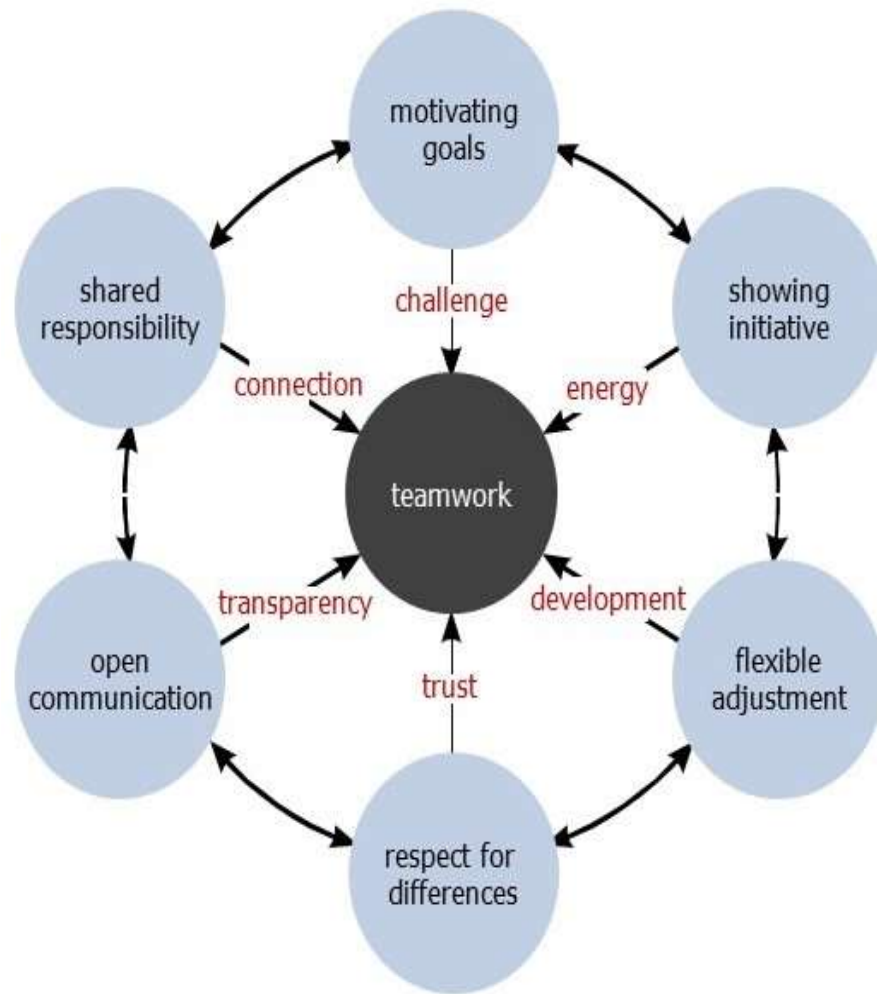
References

Alpers,tjosuld,d.lawk.s.(2000)

The examples I have giving from the above I can easily or confidence say conflicts managed is another good way of settling issues among people of a particular organization , football team, work colleagues and it sometimes good too when conflicts happened .



There are other ways in which conflicts can also be settled among friends of rival teams by separating them during a football match by not allowing them to cross over to the other side of the pitch when the game is on to spark conflicts , if such measures are not taking things will escalate.



Successful Team Development

- *Adriana Dulceneya Ribeiro Silva*
- *Student ID – 2008480*
- *Topic – Successful Team Development*

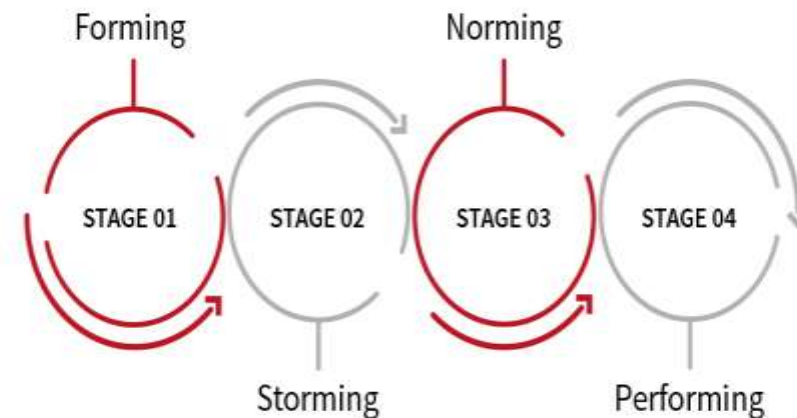
Bruce Tuckman say on Successful team ?

- Dr Bruce Tuckman (1938-2016) created the FORMING, STORMING, PERFORMING, team development model in 1965, to describe the break-up of a team after its project is completed.

Bruce Tuckman's Team Development Model

Bruce Tuckman's 4 stages of team development (Published in 1965)

- The model describes the phases which teams tend to go through from their inception to the successful completion of the project and highlights the stages which team development tend to succeed.
- (Tuckman's stages of group development, 1965)



Successful Team Development

- Teams are interdependent groups of employees who unite around a particular task, project or objective.
- A team with a clear purpose organize different people with different goals and plans into a cohesive whole. When successful, it funnels the energy of team members for the overall good of the organization
- (Essential Tips and Ideas for Building a Successful Work Team, 2019)
- Unified commitment: Members exhibit intense loyalty to the team. They are willing to do anything that has to be done to help their team succeed. They consider their team a source of professional and personal growth.
- (Essential Tips and Ideas for Building a Successful Work Team, 2019)



Successful Team Development continues ..

- **Clear goals:** High-performing teams have both a clear understanding of their goal and a belief that achieving it will produce an important result. They understand how they will work together to achieve the goal.
- **Conflict management:** Effective teams are willing to surface and address conflict until it is resolved or managed effectively.
- **Leadership:** Effective leaders can motivate a team to follow them through difficult situations. They help clarify goals and increase team members' self-confidence to help them realize their potential. The best leaders are not directive nor controlling.

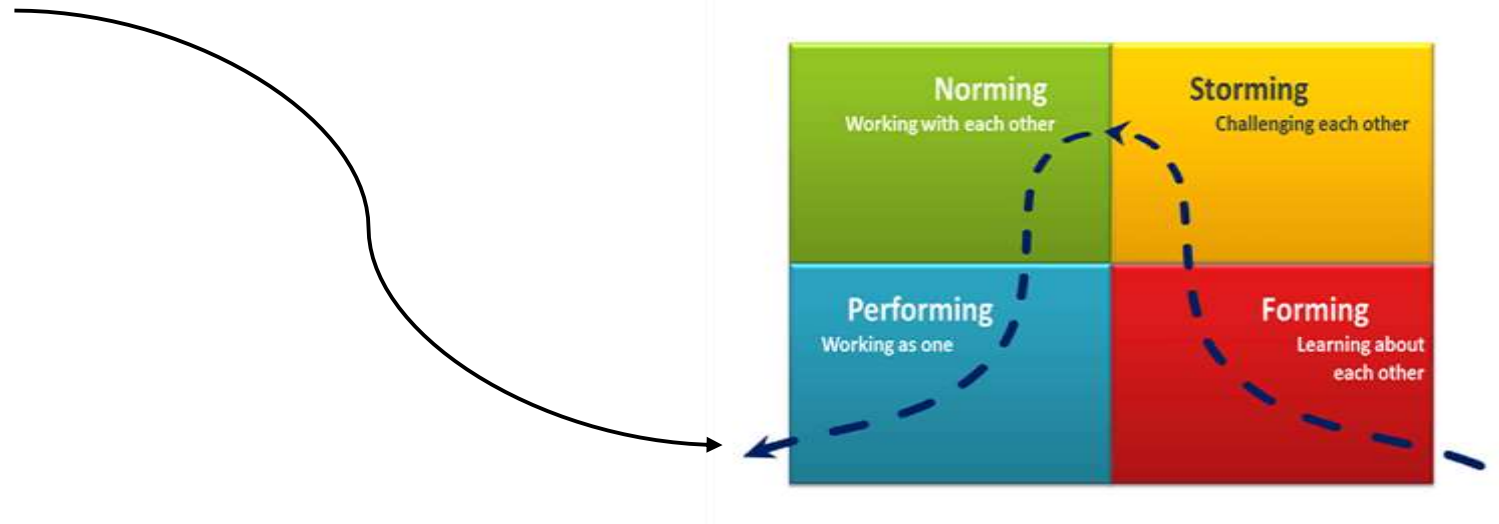
(Essential Tips and Ideas for Building a Successful Work Team, 2019)

- As far as possible the leader ensure that team covers the eight Belbin roles.



Why is Tuckman's model useful?

- Tuckman model explain that as the team develops maturity and ability relationships establish, and the leader changes leadership style. Beginning with directing style, moving through coaching then participating and finishing with delegation.
- This simple overview of the Tuckman's 'forming, storming, norming, performing model' offers a simple way to understand how group develop. Tuckman's model is especially helpful in training people on group work thus enabling groups to fulfil their potential.



(Course: Free Online Team Management Training | Theory of Tuckman, 2016)

Qualities and characteristics of successful team development?

<u>Qualities of successful team development</u>	<u>Characteristics of successful team development</u>
Set S Specific M Measurable A Achievable R Realistic T Timely Objectives	Different viewpoints and encounters
The criteria for effective team performance are a deep commitment to a common purpose and the sharing of common goals.	Balanced Participation
Hunger for performance is at the heart of successful teams.	Effective decision making
High performance teams are hothouses of growth, learning and development.	Open & Clear communication

- (10 characteristics of successful team,2016)
- (Victor,2015)

Why building a strong team is important?



- Building strong teams is important because it fosters a healthy environment, where team members feel involved in how work gets done and valued as a member of the team.
- Healthy team foster creativity – A critical component to a thriving organization.
- Bruce Tuckman's was a pioneer in group dynamics and developed the theory of team development what he proposed was that all team go through natural stages of development that work toward finishing their assigned task.
- (Tuckman, 1965)



Conclusion

- In conclusion, the general goal of this work is to integrate this organization and leadership ways to bring approaches towards different stages and successful team. According to Tuckman (1965) model of proposal, team development evolve in a linear process from the beginning to the end. Tuckman went as far as explaining the five stages of development team from forming to adjourning regarding team wind down.

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