



Source: (www.blog.bit.ai,2021)

TEAM WORKING

Module: Effective team working
and communication
(BMSW4002_LON)
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Overview

- 1. Introduction
- 2. Teamwork benefits
- 3. Stages Of Team Development
- 4. Team Roles
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- 6. A successful team environment
- 7 Conclusion
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1. Introduction

- Collaborative efforts with a group of people, which are aimed at achieving a goal together
- Working as a team is a vital part of a business, as it is necessary that team members can work together well, no matter what challenges they face

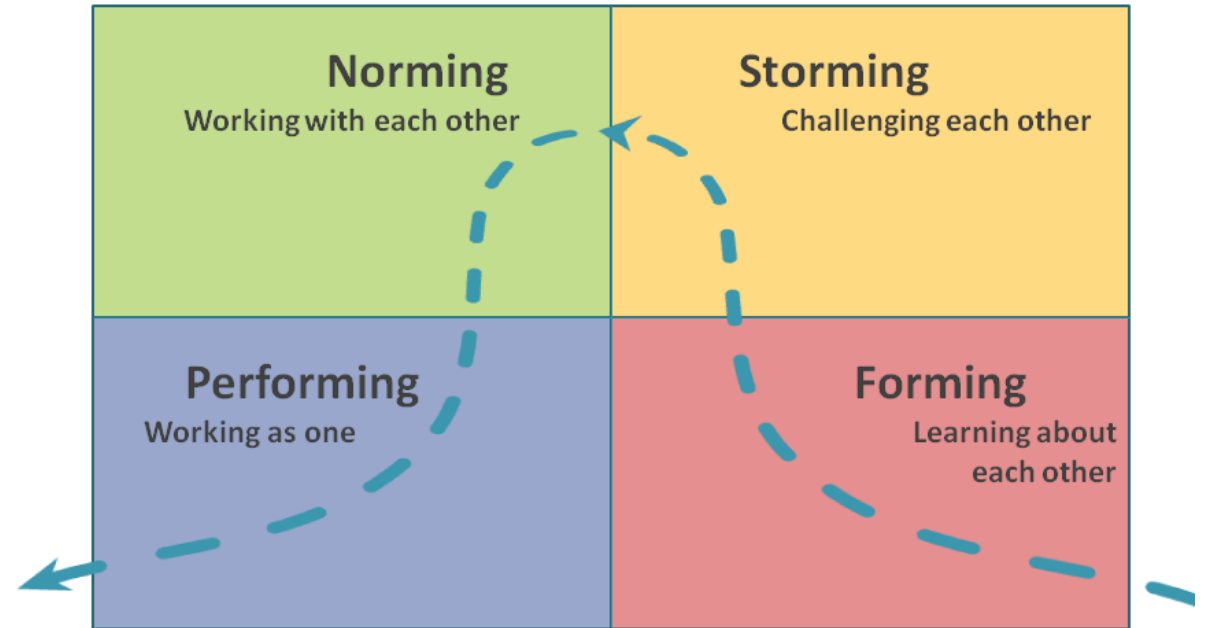
2. Teamwork benefits

- Increases productivity
- Greater synergy
- Increases innovation
- Engage employees
- Enhances flexibility
- Build trust



Source: (www.blog.bit.ai,2021)

3. Stages of team development



Source: (www.blog.bit.ai,2021)

3.1 Forming

- The first step of team development
- The crew has recently been introduced
- The group becomes more familiar

3.2 Storming

- The truth and weight of achieving the task hit everyone
- Members may dispute over how to perform a task
- Some teams skip the storming stage altogether

3.3 Norming

- People begin to discover their team members' strengths
- Everyone working together as a team
- Groups may still have a few conflicts

3.4 Performing

- Members are confident, motivated and experienced
- Everyone is on the same page
- This level is the one that every group aspires to achieve

4. Team Roles

- A team role is a pattern of behaviour that describes one's behaviour in response to the actions of another in order to facilitate team progress



Source: (www.blog.bit.ai,2021)

4.1 Shaper

- Action-oriented
- Natural leaders
- Excel in management positions
- Fast to discover a solution



4.2 Implementer

- Action-oriented
 - Keep their environments in order
 - Quite disciplined
 - Backbone of a team
-

4.3

Completer finisher

- Action-oriented
- Heads-down persons
- Notice tiny details
- Strive for perfection
- May be more introverted
- Push others to create high-quality work

4.4 Plant

- Thought-oriented
- Prefer to brainstorm and clarify their own ideas
- May prefer to work alone
- They contribute essential information

4.5 Teamworker

- People-oriented
- Can easily adapt to changes
- Know how to maintain peace
- Offer assistance

4.6 Monitor evaluator

- Thought-provoking
- Logical thinker
- Put their emotions aside when solving problems
- Evaluate ideas to see if they are viable

4.7 Resource investigator

- People-oriented
- Taking on new challenges
- Enjoy interacting with others

4.8 Coordinator

- People-oriented
- Excellent communication skills
- Hold leadership positions
- Trusted to make decisions



4.9 Specialist

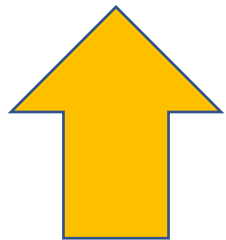
- Experts in their field
- Thought-oriented
- Prefer to work alone
- They are more independent

5. Management conflict

5.1 THE THOMAS-KILMANN INSTRUMENT

Assertiveness

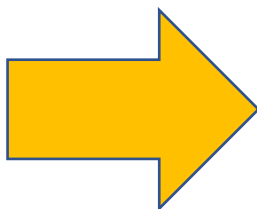
Focus on what
I need



Competition	Collaboration	Compromise	Avoidance	Accommodation
Orientation toward zero	Extend the range of possible options	A minimum standard to be accepted by all	Draw back from the situation	Join the party
Power struggle, win or lose	Achieve success/ Positive outcomes	Relationships unaffected	Keep a neutral attitude	Harmony is key

Co-operativeness

Consider other needs



5.2 Listen

- Listening to what others have to say and showing support
- Understanding of the ideas they have in common

5.3 Acknowledge

- Recognition or appreciation of a particular action
- Achievement or contribution

5.4 Respond

- Being honest is important
- Working in a team is enjoyable



Source: (www.blog.bit.ai,2021)

5.5 Resolve differences

- Develop a healthy culture
- Spot conflict early by learning how to spot the signs
- Defining conflict resolution rules
- Do not take sides

6. A successful team environment

- The communication process
- An attitude of positivity
- Be diversified
- Providing support
- Respect the individuals on the team

7. Conclusion

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- Working together, shares ideas and responsibilities, which reduces stress on everyone
 - Support and guidance can be provided by teammates
 - Carry out the team's duties and keep the team's goals in mind
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8. References

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THANK YOU