

CertHE Skills for the Workplace

Effective Team Working and Communication BMSW4002

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Introduction

The purposes of this presentation are-

- To highlight the credibility of a team working.
- To elaborate on the main views and the effectiveness of team working in the entire workplace.

Lidia Rezmoves



Benefits of Team working

- Team working helps an individual to enhance problem-solving skills (Belcher, 2019).
- It also assists to increase the innovative approach of humanism (Belcher, 2019).
- The suavity of team working assists every individual to increase personal growth at a rapid speed (Belcher, 2019).



- Team working renders the effectiveness of the production of humanism properly (Indeed, 2022).
- The essence of team working lies in taking the advantage of risk and flourishing at a rapid speed with bravery (Indeed, 2022).
- The skills of communication and understanding can be enhanced by rendering the proper values of a team working (Indeed, 2022).

Lidia Rezmoves



Stages of team development

Anna Berova

- According to Tuckman(1965) there are five stages of group development:
 - **Forming:**
 - Stage where in the first meetings group members are trying to evaluate one another
 - **Storming:**
 - Stage where group is already formed, and members are dealing with responsibilities
 - and roles.
 - **Norming:**
 - At this stage group is formed and organized; roles are settled.
 - **Performing:**
 - Stage where members are supporting each other and fully concentrate on the goals.
 - **Adjourning:**
 - Last stage where group achieve their goal and ready to an end.

Limitations of Tuckman's model

Tuckman's model has some limitation such as:

- No time frame- how long it takes to move from one stage to another
- Size of the group- it is not clear how it will work in the large groups
- Not easy to understand when the group is moved from one to another stage
 - No explanations of leadership or team roles

Team Roles

Resource Investigator

- Is a people-oriented person
- Finds out-side resources
- Explores opportunities
- Might lose interest once the enthusiasm from the beginning it passed
- Over-optimistic

Team worker

- Co-operative, diplomatic, listens to their colleagues
- Brings harmony to the team in conflictual situation
- Hesitant in critical points
- In doubt when taking decisions that other might not agree with

Mihaela Mocioi



**ACTION
ORIENTED**



Shaper



Implementer



Completer-Finisher



**PEOPLE
ORIENTED**



Coordinator



Team Worker



Resource
Investigator



Plant



Monitor-Evaluator



Specialist

Co-Ordinator

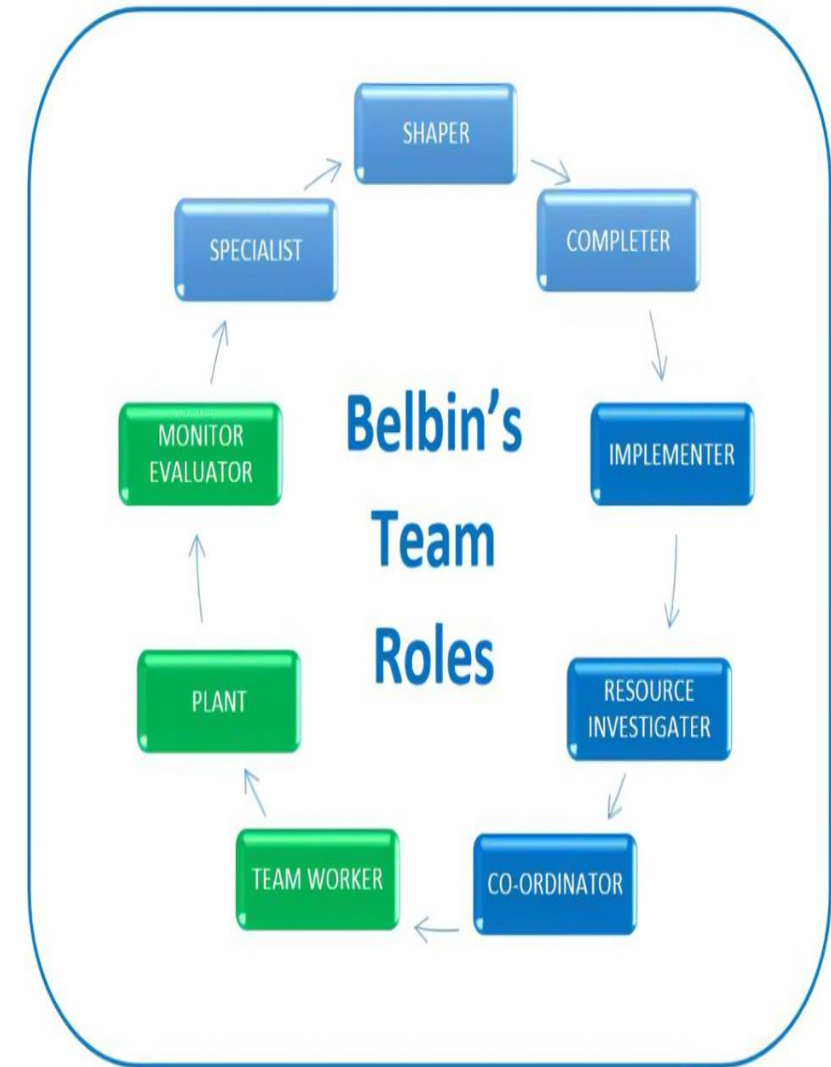
- A leader, brings order in the team
- Delegates, clarifies goals, good communication skills
- Supports making decisions
- Explains the goals
- Encourages cooperation and prompts the team towards the goals

Plant

- Inventive, problem solving
- Would rather work alone
- Poor skills of communication and management
- Helps keeping a balance in the team

Monitor Evaluator

- Great analyst, rational thinker
- Indispensable to the team because he is hardly ever wrong
- Doesn't have the ability to motivate others
- Works best when the projects need up to date knowledge and a strategic plan



Specialist

- Dedicated, evaluates all the option, independent
- Work better alone than in a group
- Provides specialized skills in one area of expertise
- Gives you too much information
- Not a permanent member of the team

Shaper

- Keeps the team moving
- Transforms ideas into resolutions and actions
- Really passionate about their work
- When a crises arises finds quickly a solution
- Can hurt people feelings
- Can be aggressive in the process of getting things done

Implementer

- High level of discipline
- Supportive to other team members
- Methodical, systematic, efficient
- Turns the ideas into tasks that others manage to complete
- Arranges the work in such way that team member can accomplish it

Completer/ Finisher

- Perfects and polishes errors through research
- Perfectionist
- Making sure that the deadline is reached
- Unwilling to delegate
- Presses the team to generate good quality work

Mihaela Mocioi

Managing conflict

- After the COVID situation, the teams have become virtual, in the office or hybrid. But no matter how the team is working, conflict will arise because of the perspectives, different opinions, work styles of the team members.
- When members of a team disagree, morale and productivity will be affected. But not all the time the conflicts are negative. For this issues strategies must be prepared.
- To assess the conflicts in a team we can use Thomas - Kilman model: competition, collaboration, compromise, avoidance and accommodation.
- For resolving a team conflict there are few steps that must be followed such as: keeping communication clear by inviting the individuals for a face-to-face debate, listening all sides ,paying attention to common goals but also to the discrepancies and showing empathy towards people' s feelings. To focus on the problem not on the person is another step to avoid and minimize the impact. Identifying common points and goals and disagreements also, developing a plan where guidelines are in place we can take action immediately.



Successful team development

- The fundamental and basic values are the common principles in developing a successful team for a company to succeed.
- Keeping the team focused on a shared vision creates a positive and successful culture being able to accept , adapt and change .
- Taking in consideration all the ideas of the members makes the team go forward as one.
- As a team grows the leader can uncover each member skills and competencies.
- In regular 1-1 meetings the leader can explore and tailor their available skills and looks out for opportunities to upskill the lack of experience or abilities .
- Connecting the team and develop their capabilities will give them confidence and happiness as a team.
- To be effective, building trust, a positive and motivating culture, working around these value, socializing, adapting and respecting the shared ideas, knowing how to manage the conflicts, these are few factors which can lead to create a successful team development.



Conclusion

Team work it is an ability of people to work together to achieve their goals and it is based on good leadership, motivation and recognising people's ability and strength.

Anna Berova



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