

GROUP 3 ASSIGNMENT

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UNIVERSITY OF WALES TRINITY SAINT DAVID LONDON
Certificate in Higher Education

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Effective Team Working and Communication

MODULE CODE: BMSW4002_LON

LECTURER: Mr. Saqib Shamim

Group 3 Leader: Ms. Beyhan Sarar (1920366)

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|---|----------------------------------|-------------------------------|
| 1 | Mr. Sergey Gluhov (1921780) | - Benefits of Teamworking |
| 2 | Ms. Antonia Nikolova (1921644) | - Stages of Team Development |
| 3 | Mr. Stoyan Donchev (1920481) | - Team Roles |
| 4 | Ms. Beyhan Sarar (1920366) | - Team Leadership Roles |
| 5 | Ms. Tatyana Volchevska (1921380) | - Managing Conflict |
| 6 | Ms. Laura Thomas (1919034) | - Successful Team Development |

Effective Team Working Outline

- 1.0 Benefits of Teamworking
- 2.0 Stages of Team Development
- 3.0 Team Roles
- 4.0 Team Leadership Roles
- 5.0 Managing Conflict
- 6.0 Successful Team Development
- 7.0 References

1.0 Benefits of Teamworking

Consultancy on Benefits of teamwork for Apple managers in UK



Advantages of effective teamwork

Working in teams and encouraging effective teamwork among your staff can bring many benefits and competitive advantages to your business.

Business benefits of teamwork

Advantages of effective teamwork in the workplace include:

- Increased productivity
- Deadlines met
- Problem solving
- New ideas and opportunities
- Support network
- Strong relationships
- Flexibility
- Conflict resolution skills
- Boost morale

[“How to build and manage an effective team; Advantages of effective teamwork”, NiBusinessInfo Website, (2020) (Belfast, IE UK), Available at: <https://www.nibusinessinfo.co.uk/content/advantages-effective-teamwork>., Accessed: 27 November 2020]

Fosters creativity to counter competition

- Creativity among employees thrives
- Different talents and abilities led to effective sales mechanism
- It enhances sharing of knowledge and acquiring new skills for countering competition

Built Trust and Opens New Markets

- Trust and stronger relationships are built
- Understanding enables sharing knowledge
- New markets are created because of trust
- Promotes safety at work and generates new ideas for the new market
- Open communication is vital in reaching new markets

Strength Enhancement

- Working together promotes growth of talents
- Sharing abilities and talents is a source of motivation



Built on Problem Solving and Conflict Resolution Skills

- Conflicts are inevitable at workplace
- Employees have unique backgrounds
- Teamwork teaches on problem solving and conflict resolution
- Conflicts are addressed effectively within the team

Increases Sales

- Teamwork leads to more sales
- More sales means more revenue is generated
- More revenue leads to a higher profit



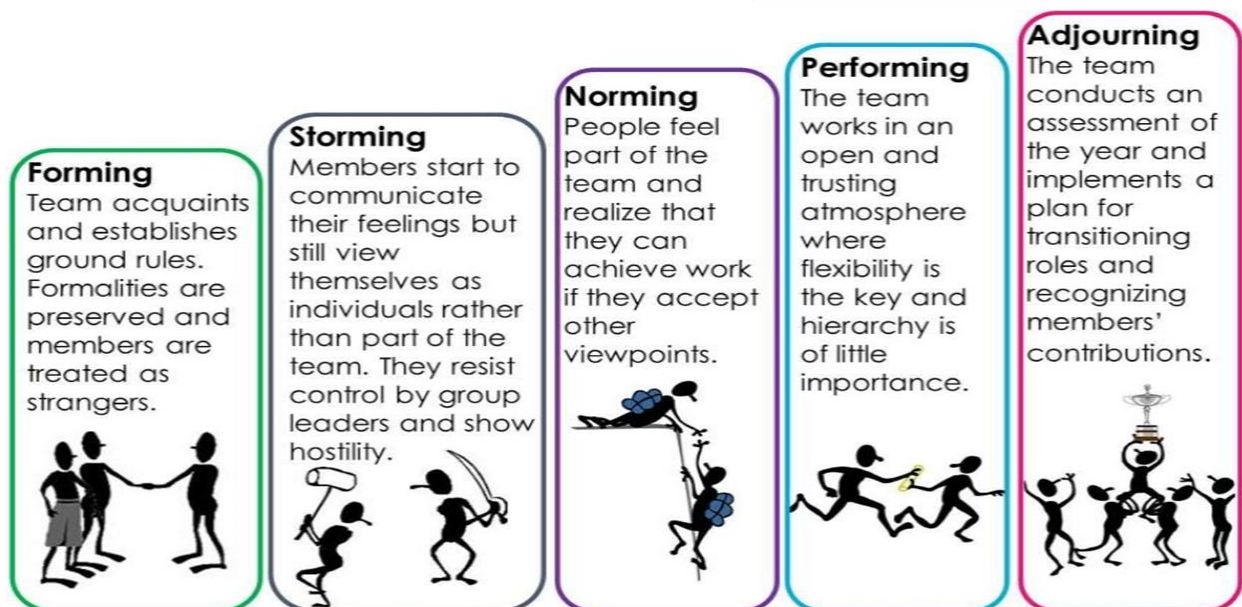
2.0 Stages of Team Development

- Traditionally, a team goes through five stages of development.
- Each stage presenting its own challenges.
- The goal is for a cohesive team of people.
- To produce a positive outcome to the success of the organization.



Stages of Team Development

1. Forming
2. Storming
3. Norming
4. Performing
5. Adjourning



The process of learning to work together effectively is known as team development. Dr. Bruce W. Tuckman, an educational psychologist, identified a five-stage development process that most teams follow to become high performing. Team progress through the stages is shown in the following diagram.



Successful Team Development

- Clear communication among all members.
- Regular suggesting session with all members participating.
- Consensus among team members.
- Problem solving done by the group.
- Commitment to the project and the other team members.

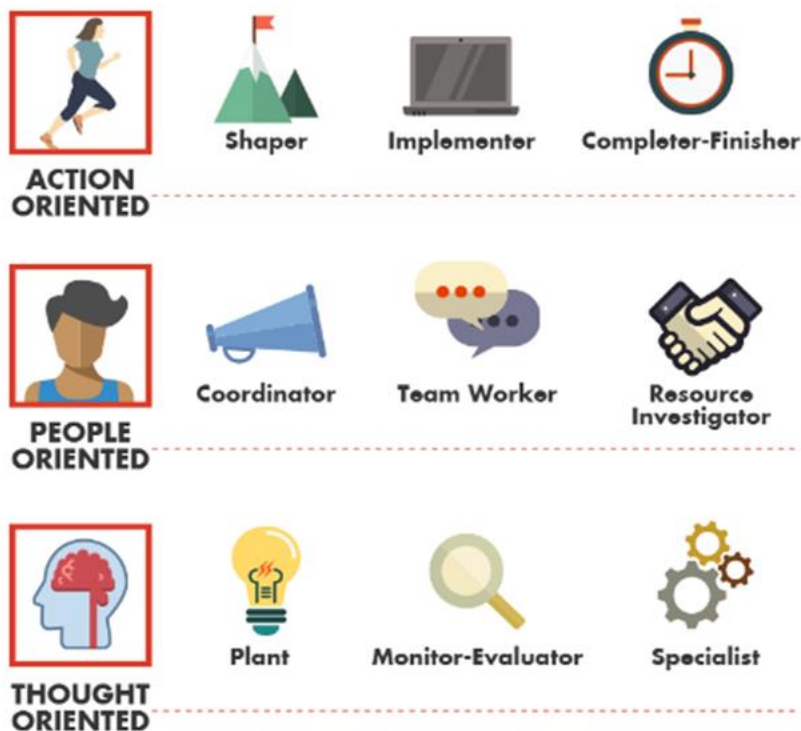
3.0 Team Roles



Introduction

- Team working highlights on a group of people working cooperatively
- Working towards the same goal within an organisation

BELBIN'S TEAM ROLES



Team Roles- Belbin theory

Resource Investigator

- One of the prime tasks in a team is to search for resources and idea generation that helps in executing desired tasks in appropriate direction (Twardochleb, 2017, p.142)
- Team-worker-
- This role ensures identifying required tasks and completing it as per team requirement (Flores-Parra et al. 2018, p.5).
- Co-ordinator-
- Distribute tasks to team members and ensures team objectives are achieved (Paulamäki, 2018, p.42).

Plant

- This role apprehends to be highly creative and responsible towards solving problem

Monitor Evaluator

- Here, using logical reasoning judgements are made based on team opinions



Shaper

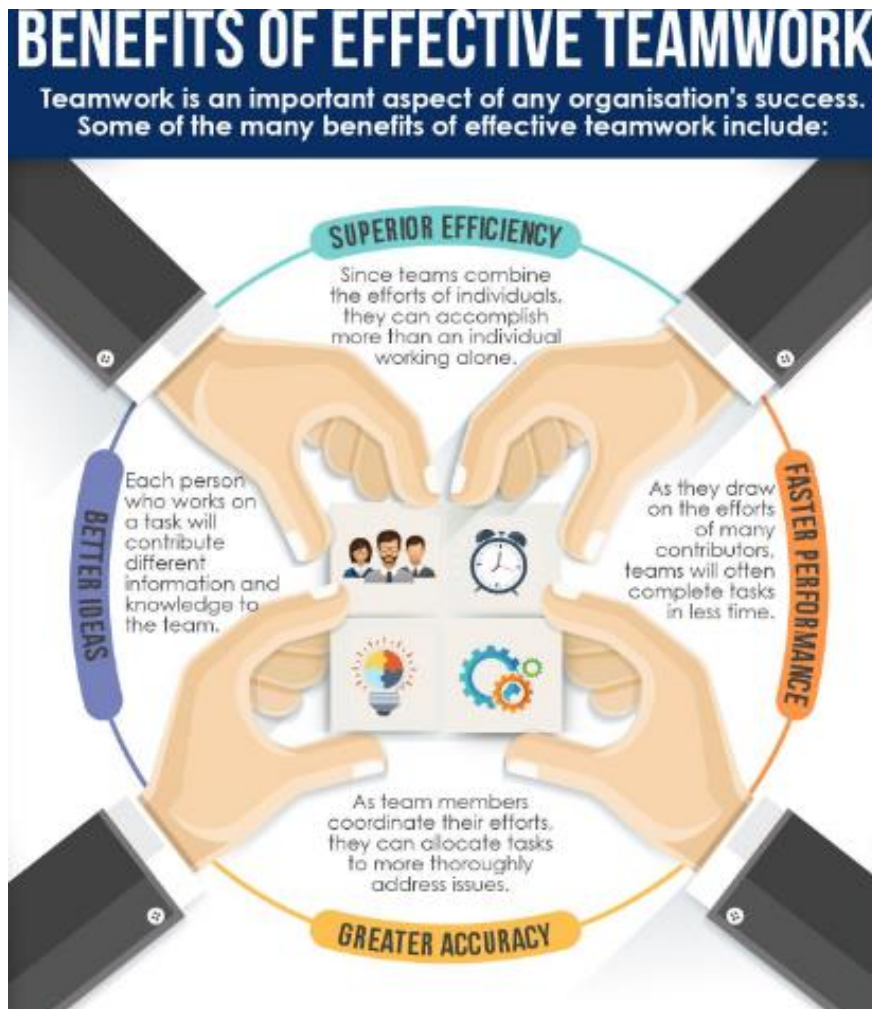
- Another important role is to keep team members motivating and meet targets within time

Implementer

- This role requires planning of workable strategies to be implemented in performing tasks as planned (Bednár and Ljudvigová, 2020, p.12)

Completer Finisher

- The final role is to evaluate tasks and scrutinise it for errors and ensuring quality control (Twardochleb, 2017, p.421)



Conclusion

- Belbin Team Roles justifies the significance of different roles carried out by team members and the required skills.
- Selection of team members needs to be apprehended by analyzing presence of these skills

4.0 Team Leadership Roles



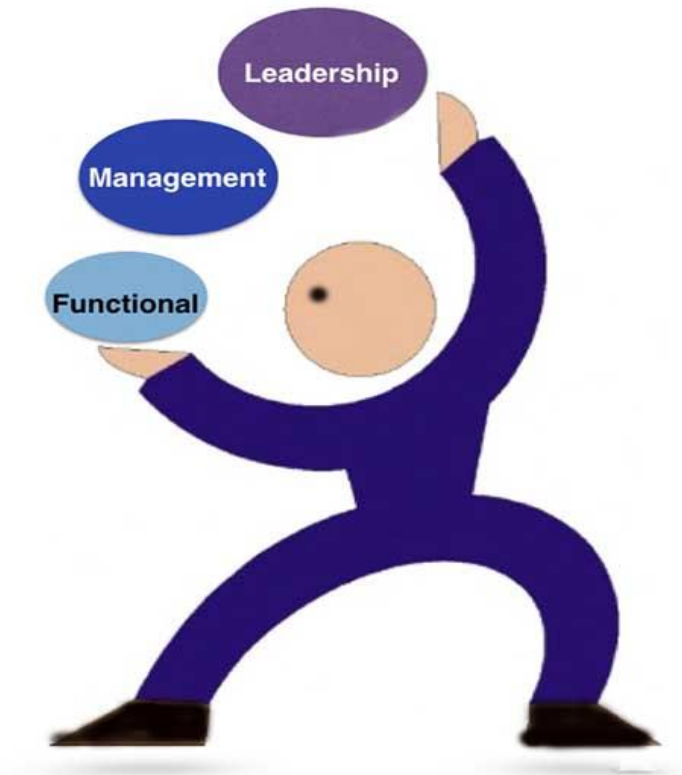
Roles of The Good Model Leader

- Provide a Vision
- Establish Effective Organizational Structure and Communication Protocols
- Be an Effective Role Model
- Inspire and Motivate
- Delegate and Empower
- Do Effective Time Management

<https://www.liveoakbank.com/veterinary-resources/roles-leader/>



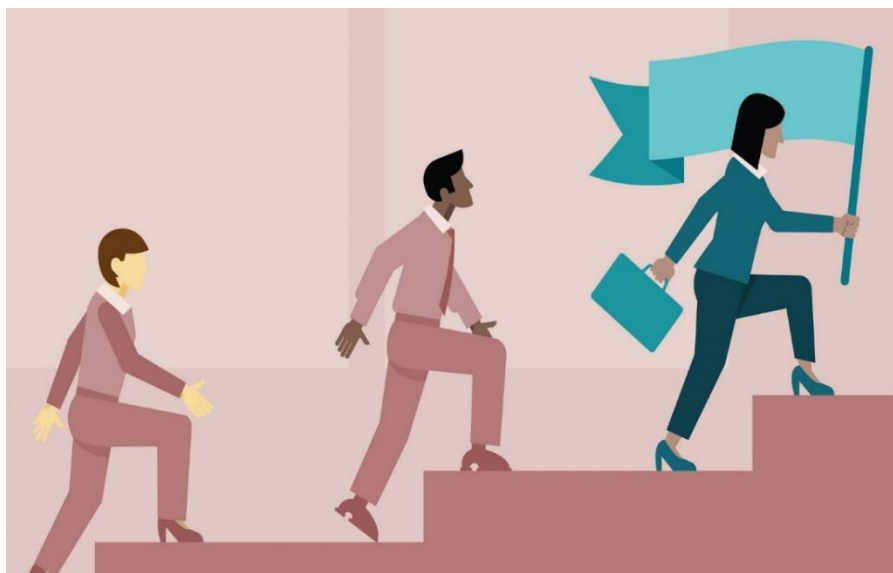
Roles played by executives



What is Leadership?

Leadership is both a research area and a practical skill encompassing the ability of an individual, group or organization to "lead", influence or guide other individuals, teams, or entire organizations.

<https://en.wikipedia.org/wiki/Leadership>



EFFECTIVE TEAM WORKING GROUP 3 ASSIGNMENT TERM 2 - OCTOBER-2020

Leadership is:

- Team Effectiveness
- Effective partnerships collaboration
- Mental health and addictions
- Client centred services
- Healthy public policy
- Social changes
- Keynote addresses

<https://blog.smarp.com/leadership-what-are-the-qualities-and-characteristics-of-a-great-leader>



If You Don't know where to start?

Start here:

Real love in the Workplace

https://reallove.com/real-love-workplace/?gclid=EAlaIQobChMI3tH0-MbH7QIViJ7tCh3YPwxEEAAYASAAEgIQ9PD_BwE



What has been said...

Real Love is the single most powerful motivator in a leader's toolbox.

https://reallove.com/real-love-workplace/?gclid=EAlaIQobChMI3tH0-MbH7QIViJ7tCh3YPwxEEAAYASAAEgIQ9PD_BwE



What Makes a Good Leader?

EVERYWHERE you go, you see conflict between co-workers, workers and supervisors, and employees and customers—arguing, manipulating, and pushing. It has come to be accepted that the workplace has to be stressful.

WRONG. We just don't know any better!

Are you or your employees feeling unappreciated and overworked?

Are you feeling stressed at work?

How can I learn to be the kind of effective leader who understands business leadership and employee motivation?

https://reallove.com/real-love-workplace/?gclid=EAlaIQobChMI3tH0-MbH7QIViJ7tCh3YPwxEEAAYASAAEgIQ9PD_BwE



What Makes a Good Leader?

Don't continue to hate your job because you find it stressful, meaningless, and unfulfilling, or to be in a workplace with stress, constant conflicts, mistrust, and resentment. You can learn—right now—the principles of effective leadership that will make work more productive and enjoyable.

NO MORE arguing with co-workers.

Your business will become more PROFITABLE.

Work becomes FUN.

Everyone works faster, becomes more PRODUCTIVE, and communicates better.

Customers WANT to purchase from you, rather than you having to push them to buy.

https://reallove.com/real-love-workplace/?gclid=EAlaIQobChMI3tH0-MbH7QlViJ7tCh3YPwxEEAAYASAAEgIQ9PD_BwE



5.0 Managing Conflict

Significance of Managing Conflicts in Team Work

- Conflicts between team members results into tussles and thus spoilt relationship
- Conflict management in team work ensures motivation and engagement of members
- Managing conflict is necessary for reducing stress and tensions among team members (O'Neill and McLarnon, 2018)
- Conflict management enhances team performance and efficiency
- This ensures understanding and appreciation of different viewpoints
- This helps in creation of a desirable environment for team work
- Resolving conflicts is necessary for enhancing trust-building among team members



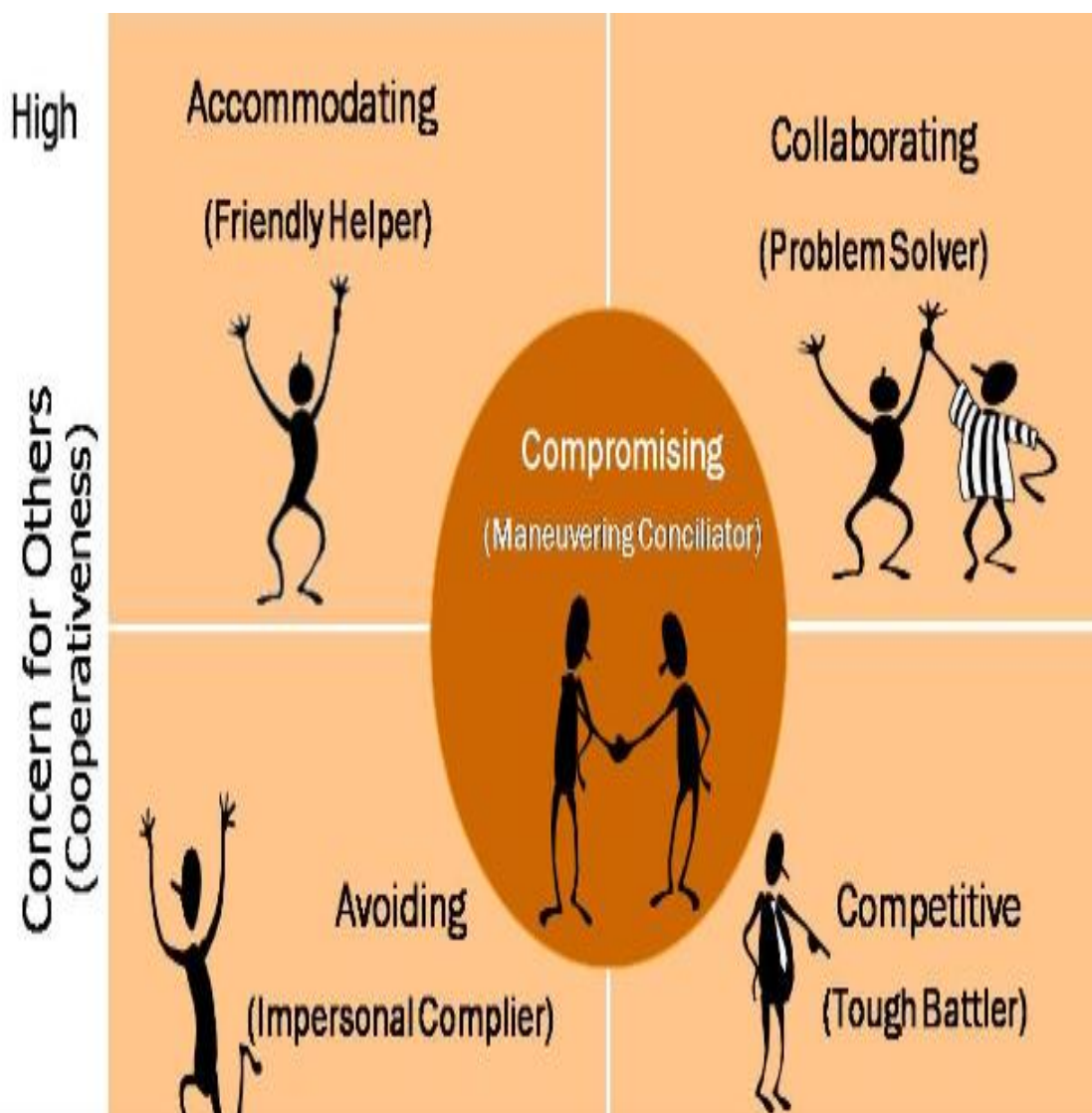
Sources of Conflicts in Team Working

- Existence of varied opinions, interests and thoughts of team members
- Lack of mutual trust-based relationship among members
- Lack of satisfaction with work role and negative organizational factors (Tabassi et al., 2017)
- Different styles of working of team members
- Mutual friction and antagonism
- Unresolved disagreements among team members
- Miscommunication among the team members
- Personality clashes between different team members
- Underlying tension and stress among employees in a team
- Differences in acquired values is a significant cause of conflicts in team



Approaches to Managing Conflicts

- Team leaders' awareness of needs and expectation of different
- Avoidance of the existing issues and ignoring this as the strategy of diplomatic sidestepping
- Accepting or yielding to others' point of view in team work and thereby accommodating to others
- Competing and dominating approach of standing up for the right and relevant opinion (Einarsen et al., 2018)
- Assertive and cooperative approach of compromising
- Application of collaborative and relationship-based approach of solving conflicts



Methods of Managing Conflicts

- As per Levine's Resolution Model, developing attitude of resolution and crafting new agreements
- Effective inter-personal communication, collectivity and team self-reliance as per McDaniel's Team mediation Theory (Lee and Park, 2020)
- Establishing rapport and mutual trust-based relationship with team members
- Mutual development of work procedures for teams
- Consistent and regular communication and reporting
- Training of interpersonal communication and conflict management for all team members and leaders
- Regular review of job description of team members
- Generation of shared solutions and vision of resolutions
- Regular feedback from team members

Competing	• When an unpopular decision needs to be made, there is no likelihood of change, or resolution is needed immediately
Accommodating	• When maintaining relationship outweighs everything else, time is limited, or harmony is of utmost importance
Avoiding	• When issue is trivial, stakes are not high, or there is little chance of getting what you want
Compromising	• When issues are important/complex with no clear solutions or conflicting people are equal in power
Forcing	• When issues are important/complex with no clear solutions or conflicting people are equal in power
Collaborating	• When maintaining a relationship is important, time is not a concern, or peer conflict is involved

Key Guidelines for Managing Conflicts

- Reaching consensus through close collaboration and agreement with all team members
- Recognizing opinions, ideas and thoughts of everyone in a team
- Arrangement of frequent out-of-work communication or meeting of all team members (Meng, Fulk and Yuan, 2015)
- Taking shared responsibility of conflicts
- Recognition and appreciation of differences among people
- Applying the principles of human dynamics of working together
- Keeping disagreements from escalating to conflict



6.0 Successful Team Development



For the successful team development, the business management need:

1. Commitment to shared goals and objectives
2. Clearly define roles and responsibilities
3. Effective systems and processes

[Saif Nassar, Commitment to Shared Goals and Objectives, (27 April 2014), (San Francisco, CA US), Available at: https://prezi.com/oh_iffbixhhu/commitment-to-shared-goals-and-objectives/. Accessed 26 November 2020]

1. Commitment to Shared Goals and Objectives

Commitment to a common goal is one of the cornerstones of teamwork. It occurs when each member of the team focusses on achieving the team's purpose over and above their individual objectives. Commitment to team goals is created when: All team members contribute to and agree on objectives.



2. Clearly Define Roles and Responsibilities

When roles and responsibilities are clearly defined, team members look beyond their own individual positions and learn to understand, respect, and value the unique contributions of one another, and they recognize that the overall success of the team is a function of shared responsibility and ownership.

- Use best skills of each of member of team
- Allows each to develop in all area



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3. Effective Systems and Processes

Clear communication

- Beneficial team behaviors; well-defined decision procedures and ground rules
- Balanced participation
- Awareness of the group process
- Good personal relationships

[“Establishing Clear Roles and Responsibilities”, (2020) (US), Evidence Based Decision Making, Available at: [1k: Establishing Clear Roles and Responsibilities | Evidence-Based Decision Making \(nicic.gov\)](#), Accessed 27 November 2020

Benefits to the Business of Teamwork

Effective business systems and processes provide a number of benefits to the business, its customers and staff. However, there is also an investment of time, effort and probably money required. So, are the benefits to you and your business worth the effort? Here are nine benefits to consider:

- Consistency
- Clarity
- Scalability
- Induction and Training
- Continuous improvement
- More effective people
- Streamline
- Focus
- Control



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