



# Consultation District

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# Consultation District



Module: Effective teamwork and  
Communication

Lecturer name: Lloyd Beharry

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# Introduction for Consultation district

We are a company which is offering professional advices and actionable solutions to lots of businesses who are struggling with internal and external issues by providing a teamwork.



# Team working in Consultation District



What is teamwork?



Meeting our customer needs



Why its important for us to  
work as a team?

# The benefits of our teamwork



WE INCREASE OUR  
INNOVATION



GETTING KNOW  
EACH OTHER



WE IMPROVE OUR  
SERVICE LEVELS



BUILD TRUST



FLEXIBILITY



PRODUCTIVITY

# The Disadvantages



Communication breakdowns



Leadership issues



Longer project timelines



# How we can improve our teamwork

- Defining the responsibilities of each team member.
- Everyone to have the ability for decision-making.
- We need to manage clear and frequent communication.
- Exercise together.

# Tuckman (1965) stages of development

The Tuckman theory consist of 5 stages

- Forming
- Storming
- Norming
- Performing
- Adjourning

# Tuckman - Forming

Team goals

Strategy

Individual roles

Formal communication

# Tuckman - Storming

1

Disagreeing in  
goals

2

Disagreeing in  
strategy

3

Disagreeing in  
responsibilities

4

Disagreeing in  
roles.

# Tuckman – Norming

No more conflict

Everyone knows each of his role.

Sense of bonding

Sense of comfort.

# Tuckman - Performing



TEAMWORK IS  
COMPLETED.



STRONG RELATIONSHIP



ALIGNMENT FROM  
EVERYONE NO MATTER OF  
HIS ROLE



CLEAR AND STABLE  
STRUCTURE THROUGH  
THE GROUP

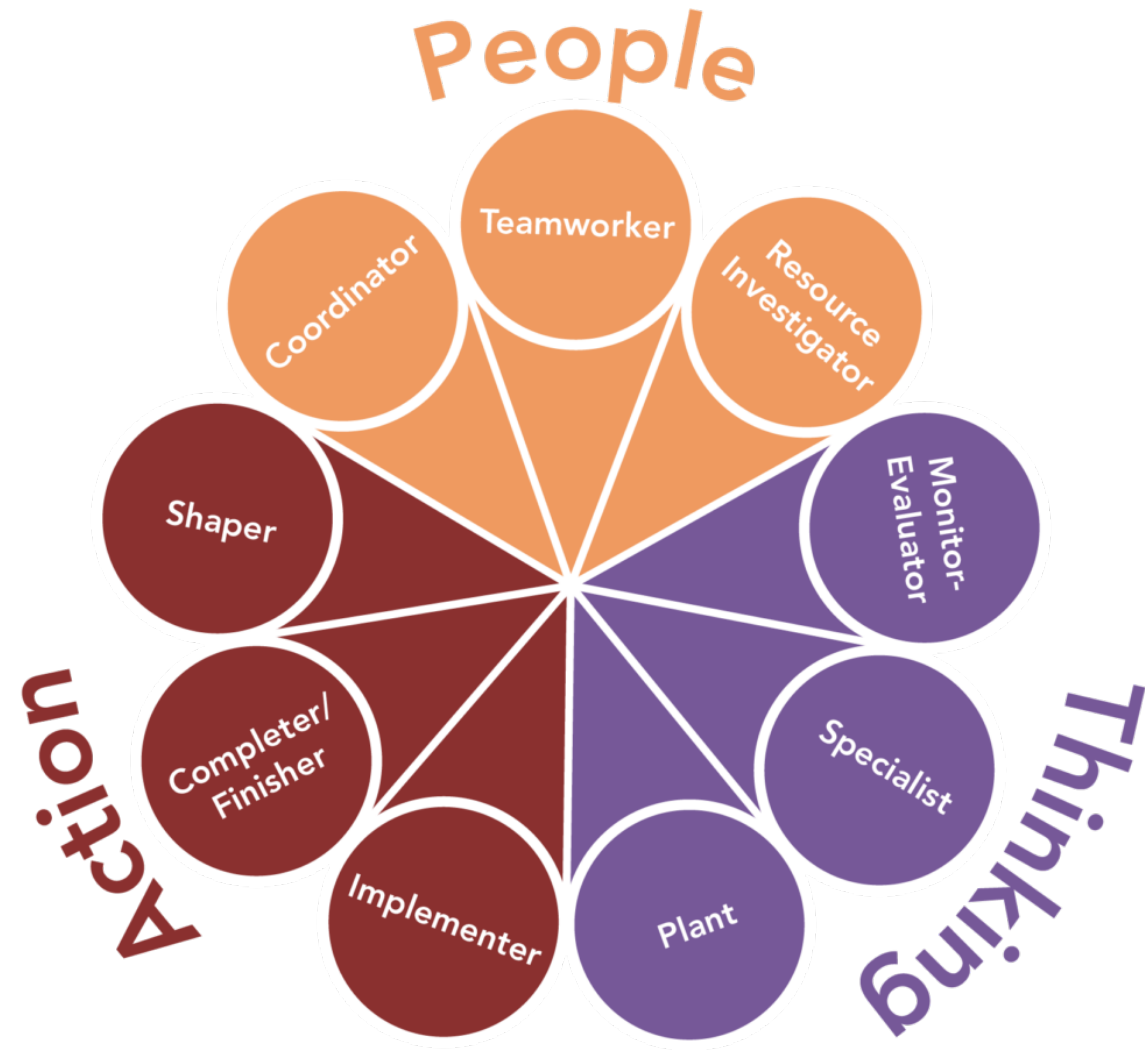
# Tuckman – Adjourning

- Goals completed.
- Everyone gives his feedback after the project.
- Discussing for improvements for future projects.

# Team roles

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- Action oriented roles
- Thinking oriented roles
- Social oriented roles





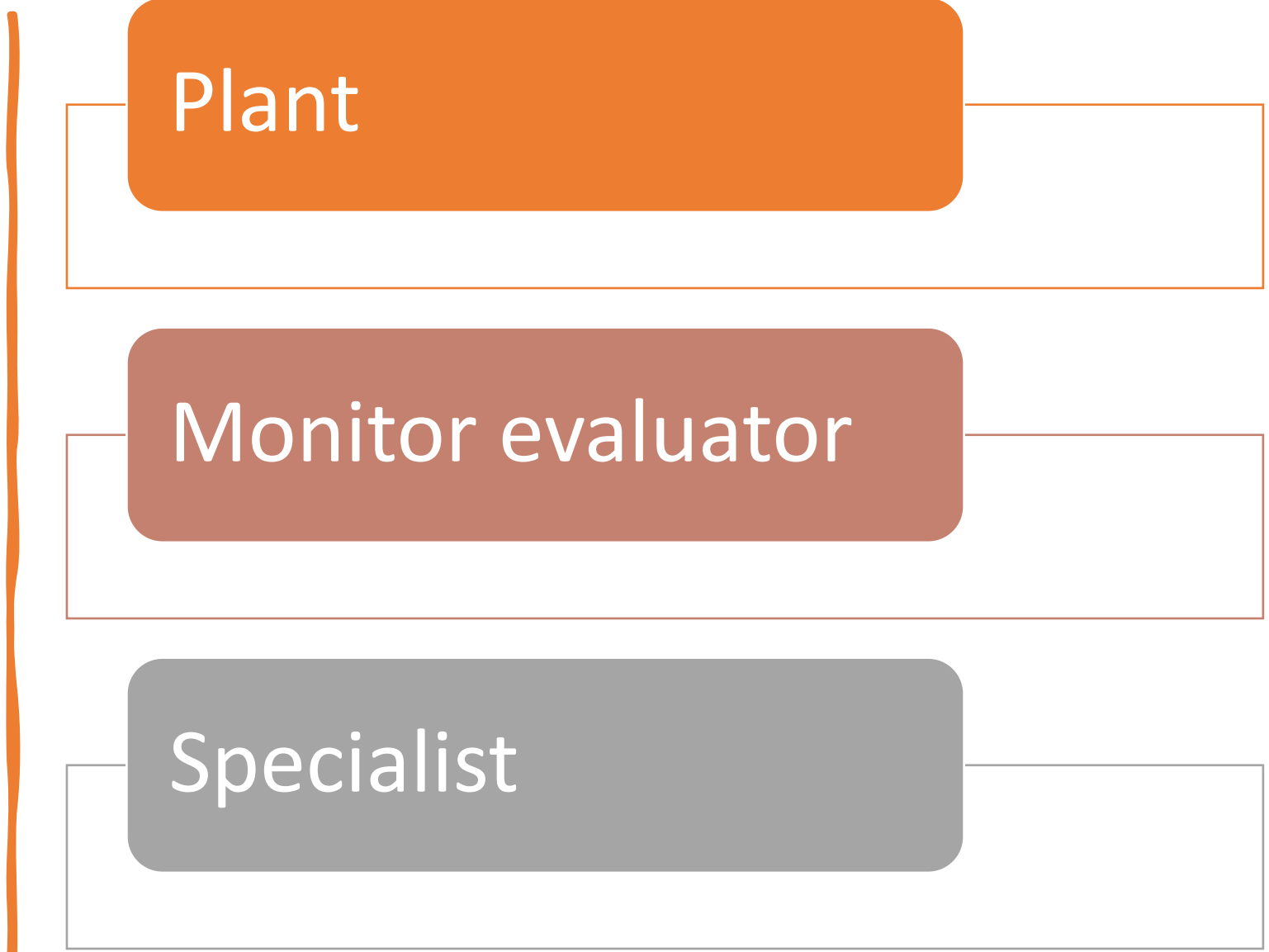
Action  
oriented Roles

Complete finisher

Implementer

Shaper

# Thinking oriented Roles



Plant

Monitor evaluator

Specialist

# Social oriented Roles

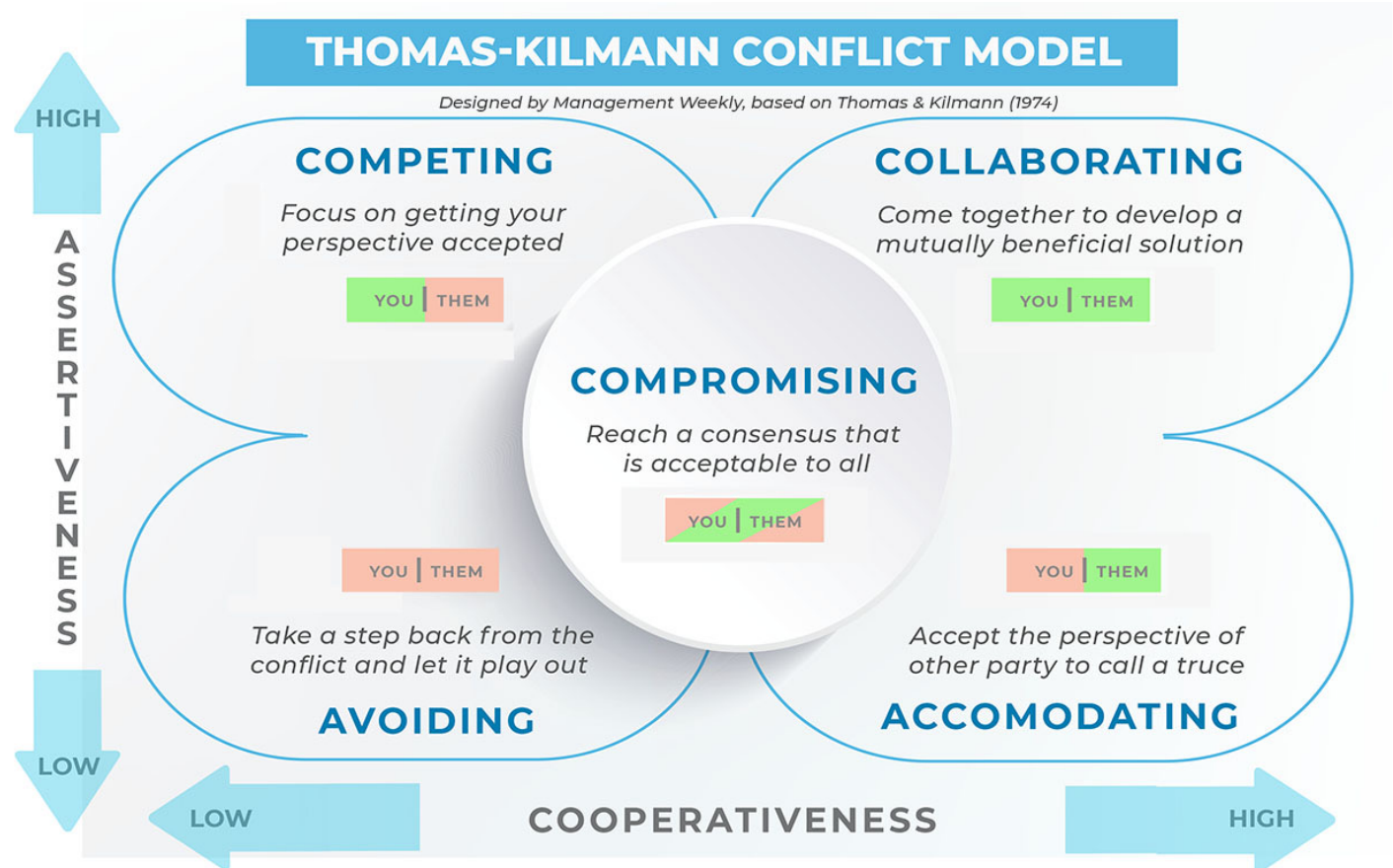
Resource investigator

Teamwork

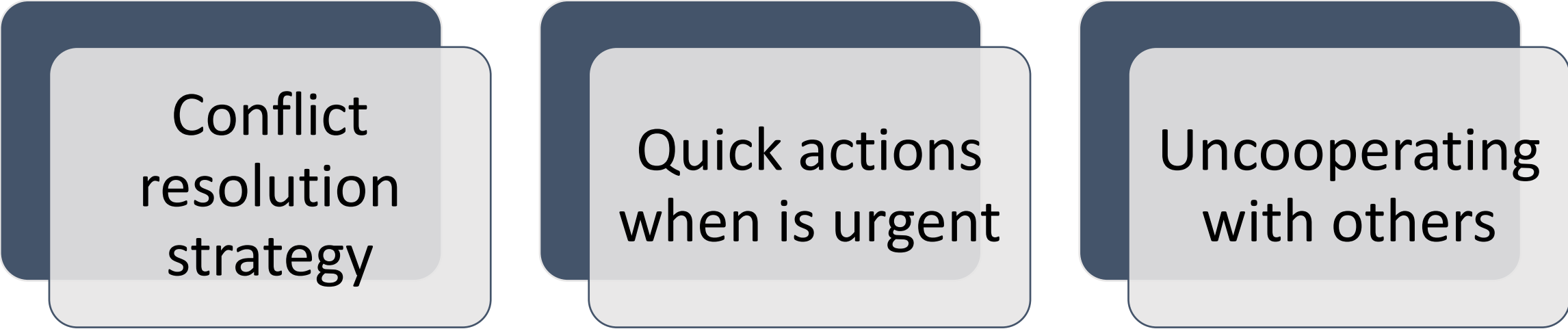
Coordinator

# How we manage our conflict in Consultation District – Thomas and Kilmann (1974)

- Competing
- Collaboration
- Compromising
- Avoiding
- Accommodating



# Thomas and Kilmann – Competing



Conflict  
resolution  
strategy

Quick actions  
when is urgent

Uncooperating  
with others

# Thomas and Kilmann - Collaboration

- Ready to be cooperative with the other member.
- Understanding each other's point of view.
- Ready to discuss
- Understanding the expectations of each other.
- Reaching solution where both members may benefit.



# Thomas and Kilmann - Compromising



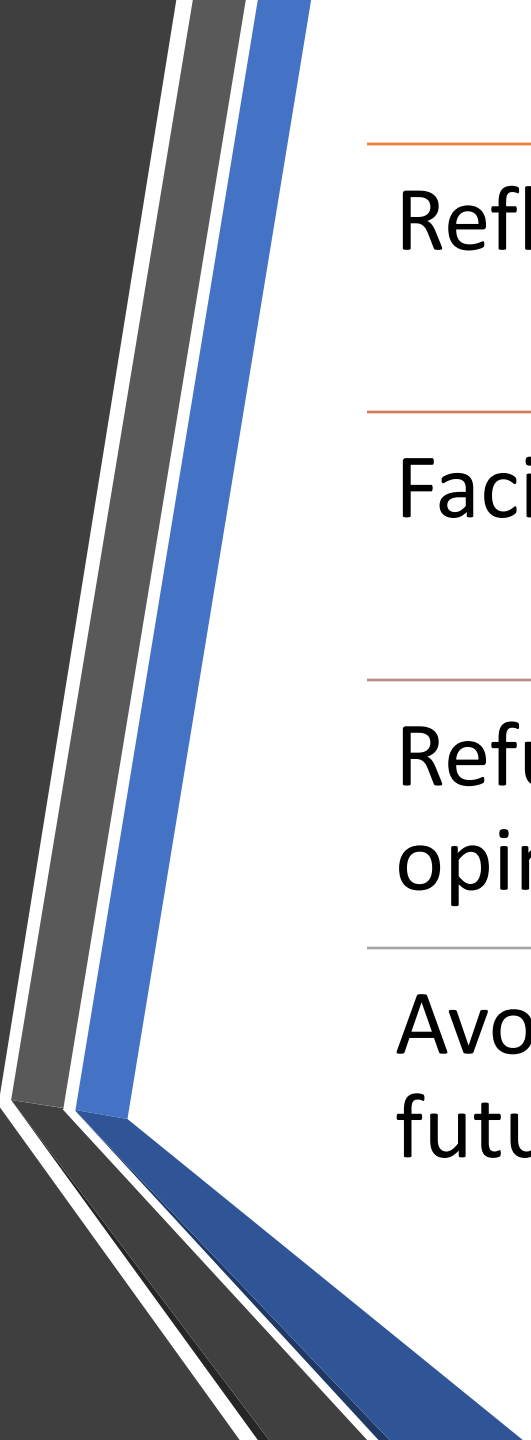
MODERATELY ASSERTIVE AND  
COOPERATIVE.



APPROACHING THE CONFLICT  
AS A COMPROMISE.



SATISFYING ALL MEMBERS.



## Thomas and Kilmann – Avoiding

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Reflects passive to a conflict.

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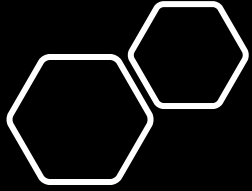
Facing problems.

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Refusing member's views and  
opinions

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Avoiding the conflict can lead to  
future conflicts.



# Thomas and Kilmann – Accommodating

- Resolving conflicts
- Preserving future relations with the other member.
- Satisfying the other member's ideas at expense of your own.



# Successful team development

- Establish expectations from day one
- Establish and communicate the rules
- Understand responsibilities
- Clarify roles
- Cover the Belbin roles

Respect  
your team  
members  
as  
individuals

Build relationships

Build trust

Respect

Socialise

# Solve problems



COMMUNICATE



LISTEN



MANAGE CONFLICT

# Follow and track process



Monitor team



Effort



Performance

# Celebrate success



Acknowledge



Feedback



Reward

# Conclusion

No one of us can work alone, even if we want all the glory for us. We need to learn how to share this glory with our members, because this is what is called team in Consultation District.

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