

Effective Team Working and Communication

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INTRODUCTION



This presentation will show the benefits of teamwork in an organization.



The multi-benefits of team making organization adapt to team culture more & more.



The significance of teamwork in Standard Chartered will be focused here.

(Holcombe,2020)

ABOUT TEAM & TEAMWORK



The term team refers to a group of people that come together to achieve a common goal

When two or more person get together to work on the same project collaboratively that is called teamwork



(Calvello, 2018)

BENEFITS OF TEAMWORK

Zoriana Fedorchuck



Boosts productivity



Encourage innovation



Provide a support system



Increase learning opportunity



Reduce turnover



Eliminate toxic work culture



Create a strong bond

(Leith, 2020)

BENEFITS OF TEAMWORK



Teamwork in a Standard Chartered

Standard Chartered is prioritising teamwork for creating a Future proof Workplace

For doing so, they are deploying Tech that will facilitate teamwork.

(Sarkar, 2020)

BENEFITS OF TEAMWORK

Team-work culture can make an organisation sustainable in the increasing competition of the market.

Today, more and more organisation adapting to that to be up-to-date with the business environment.

Conclusion

STAGES OF TEAM DEVELOPMENT

Viorel Grigorita



Bruce Tuckman's stages of development are split in 5 stages.

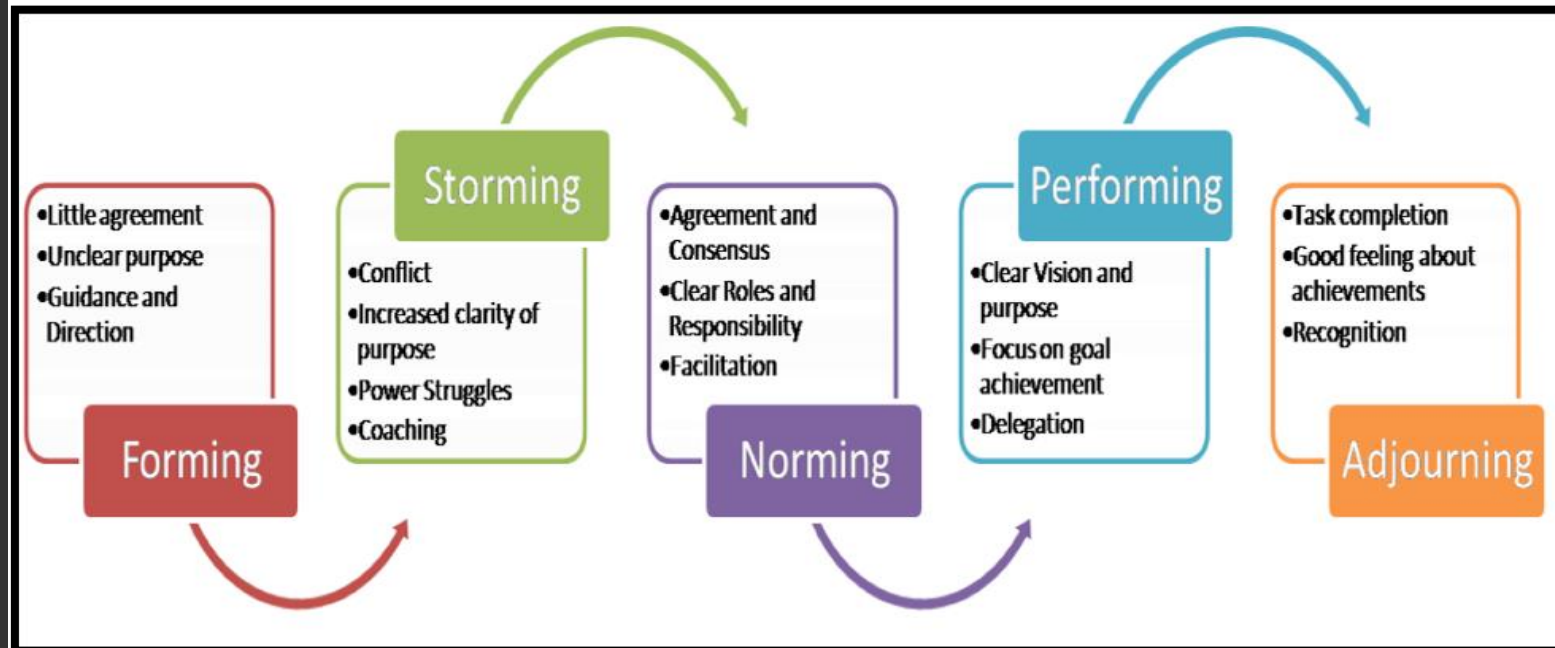


The stages go from forming, to storming, to norming, to performing and adjourning.

STAGES OF TEAM DEVELOPMENT

Bruce Tuckman's stages

- Bruce Tuckman's stages of development are split in 5 stages.
- The stages go from forming, to storming, to norming, to performing and adjourning.



STAGES OF TEAM DEVELOPMENT

Forming

- It's when the members of the team meet for the first time
- There are no relationships yet made
- The communication between each other is formal, brief and short
- Some of members might dominate others

Storming

- It's when the team members would be competing for a certain position they want
- They start suggesting idea for each of the tasks
- Some conflicts and issues might occur while they are sorting out their roles and responsibilities
- Emotions might get in the way of completing the tasks

(Tuckman, 1965)

Bruce Tuckman's stages

STAGES OF TEAM DEVELOPMENT

Bruce Tuckman's stages

Norming

- The co-operation between the team members develops
- Team members' typical actions are being developed
- The issues and conflicts are being settled
- Ideas and views are shared and exchanged between the members correctly

Performing

- Its when team members actually start producing teamwork accordingly
- Excellence on the tasks is currently being achieved in the correct working standards
- Each of the team members roles are being fully supported and become flexible at the same time
- That gives members opportunity to change roles as the success is stable

(Tuckman, 1965)

STAGES OF TEAM DEVELOPMENT

Adjourning

- The team are getting a heart-warming sense of the accomplished areas
- Team members having the unwillingness to say good-bye to each other -as of the connections formed
- Personal relationships like close friendships between team members have been formed creating a family-like surrounding making harder for some team members.

The Limitations

Its normal that not all teams go through Tuckman's stages. Some teams might skip some stages as they might know each other.

Some teams might get stuck on a stage and fail.

Bruce Tuckman's stages are relatively focused on groups made out of 3 to 12 people.

Wheelan (2004) made a prediction of about 6 months duration for teams to reach performing stage.

(Tuckman, 1965)

Bruce Tuckman's stages

TEAM ROLES

Forhad Hosen

R. Meredith Belbin. *The Father of Team Role Theory.*

“A team is not a bunch of people with job titles, but a congregation of individuals, each of whom has a role which is understood by other members”

(Belbin, 2021).

- Belbin identified nine team roles and he categorized those roles into three groups: Action Oriented, People Oriented, and Thought Oriented
- Each team needs access to each of the nine Belbin Team Role behaviours to become a high performing team.
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TEAM ROLES

Belbin's 9 Team Roles



PEOPLE ORIENTED ROLES

- Resource investigator
- Teamwork
- Co-Ordinator

(MindTools, 2021)



THOUGHT ORIENTED ROLES

- Plant
- Monitor Evaluator
- Specialist

(MindTools, 2021)

TEAM ROLES

Belbin's 9 Team Roles

TEAM ROLES

Belbin's 9 Team Roles



ACTION ORIENTED ROLES

- Shaper
- Implementer
- Completer Finisher

(MindTools, 2021)

MANAGING CONFLICT

Alberto Vidal Perpnan

What is conflict?

- Disagreement
- Dispute
- argument
- Difference of opinion

Example:

- If we follow Tuckman's stages, the storming stage will lead to different conflicts
- Member of the team will dominate to another
- This could affect to performance and final team goals

MANAGING CONFLICT

Communication, Structural and Personal factors

What to do when a conflict occurs?

- Understand and analyse when and how the conflict appears
- Find the best way to solve the conflict effectively



Communication



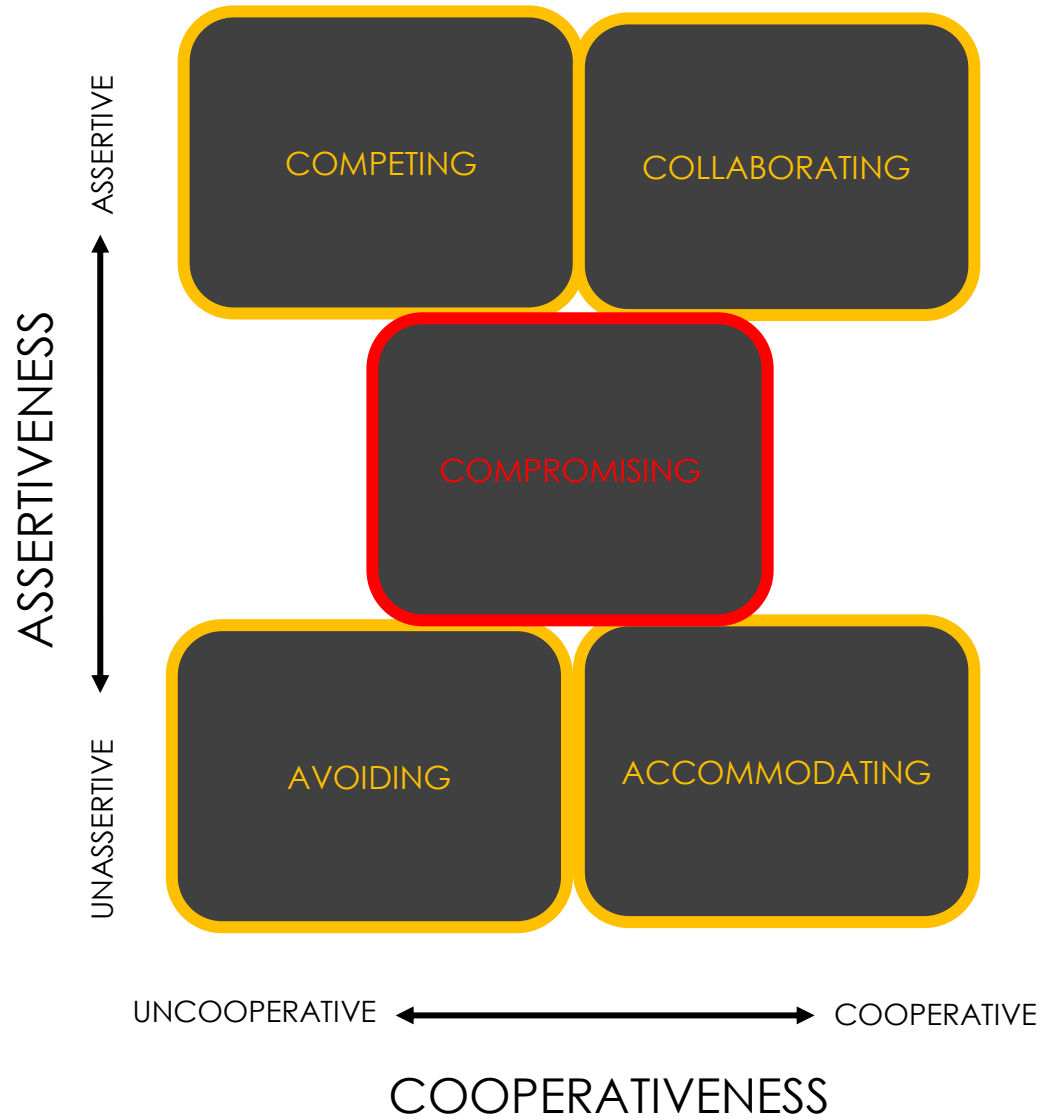
Structural factors



Personal factors

MANAGING CONFLICT

The Thomas-Kilmann Conflict Mode



Thomas (2008)

MANAGING CONFLICT

The Thomas-Kilmann Conflict Mode

ASSEERTIVENESS, the extent to which the individual attempts to satisfy his or her own concerns.

COOPERATIVENESS, the extent to which the individual attempts to satisfy the other person's concerns. These two dimensions of behaviour can be used to define five methods of dealing with conflict.

COMPETING

- Assertive and uncooperative
- An individual defend his concerns from others
- Will use all copiability to win
- Stand for own rights
- Defend and stand for rightness

Thomas (2008)

COLLABORATING

- Assertive and cooperative
- Individuals work with others to find solutions
- It may lead to disagreement
- Helps to collaborate to resolve and learn from each other insights

COMPROMISING

- Cooperative stage and assertive
- Where individuals are open to find a middle situation or problem-solving
- None of the individuals achieve a solution or wining

The Thomas-Kilmann Conflict Mode

MANAGING CONFLICT

The Thomas-Kilmann Conflict Mode

AVOIDING

- Unassertive and uncooperative
- Conflict Pretended never happened or existed
- Avoiding can lead to postponing an issue until a better time

ACCOMMODATING

- Unassertive and cooperative
- Opposite of competing
- Individuals satisfy the concerns to the other persons
- Agree with others person points of view

Thomas (2008)

MANAGING CONFLICT

INFORMAL WAYS TO RESOLVE CONFLICT

- 1 Engage as soon as possible
- 2 Speak to each member individually
- 3 Bring both sides together to communicate
- 4 Protect employees by removing them from conflict situations
- 5 Gather ideas on how to address conflict from within the team
- 6 Follow up on conflicts after resolution

FORMAL PROCEDURES TO RESOLVE CONFLICT

Formal procedures can Only take place when informal ways do not succeed in resolving the conflict or when serious allegations or harassment occurs

Conflict Solving

SUCCESSFUL TEAM DEVELOPMENT

Alexandra Hudakova



BUILDING A TEAM

- Building a team that understands the importance of effective teamwork is crucial for success of any workplace, organisation, business
- Developing successful team should be a prime responsibility and priority of anyone who lead and manages groups of people

(Woodcock, 2017)

SUCCESSFUL TEAM DEVELOPMENT

Ways to successfully develop your team

- Learn and use Tuckman's model including forming, storming, norming and performing to create efficient teams
- Lead by example
- Provide necessary training, tools and learning opportunities
- Set goals and monitor progress
- Open and clear communication
- Feedback is a gift

(Katzenbach, 2008.)

SUCCESSFUL TEAM DEVELOPMENT

- Adapt your management style
- Respect and be respected
- Be prepared to handle and resolve any conflict that may arise
- Set clear expectations
- Cover 8 Belbin roles to best ability
- Provide stimulating, interactive, motivating and enjoyable work environment
- Learn, support and trust

Ways to successfully develop your team

Q&A



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