



Prifysgol Cymru
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University of Wales
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Effective team working and communication (BMSW4009)

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How to build effective relationships within a team



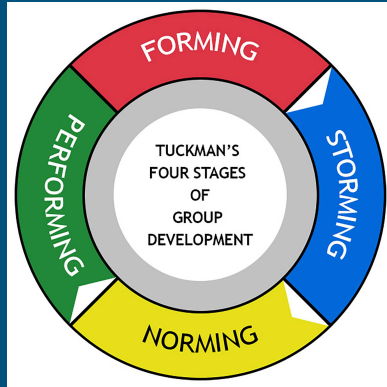
Nasrin Sultana



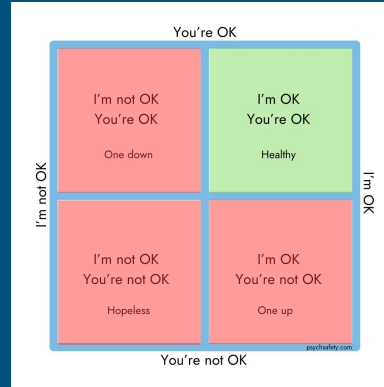
Why is this important?



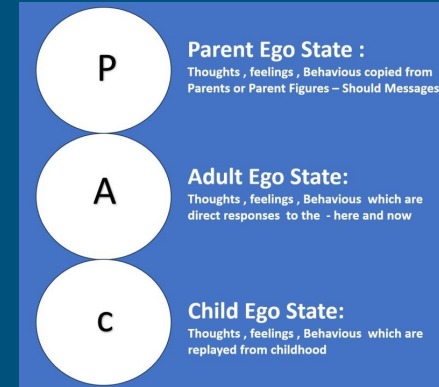
Frameworks



Tuckman's Theory

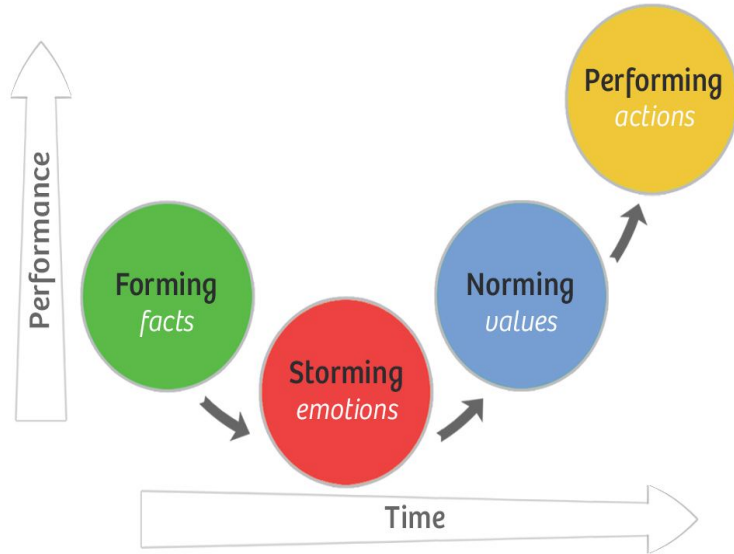


OK Corral



Parent Adult Child

Tuckman's stages



- Forming
 - Storming
 - Norming
 - Performing
-

Tuckman's model and building relationships

Forming stage - First come together, members are polite, cautious, and focused on understanding the task and their roles.

Storming stage - Conflicts arise as personalities and ideas clash.

Norming stage - The team now sets boundaries and guidelines. Trust, cooperation and shared roles improve cooperation.

Performing stage - The team works efficiently and effectively as self-communication and teamwork develops.



OK Corral Theory

How does this apply to relationships?

The OK Corral explains how our attitudes to ourselves and others affect communication and how well we connect in a team.



I am OK
You are OK

healthy position

Get on with
Happy

- Best mindset = “I’m OK, You’re OK”
 - Promotes fairness and teamwork
 - Builds trust and confidence in each other
-

Parent Adult Child



Parent

- Learned behaviours, values, and attitudes from authority figures.
- Can be Nurturing or Critical.



Adult

- Rational, objective, logical decision-making.
- Focuses on facts, problem-solving, and responding rather than reacting.



Child

- Emotions, creativity, spontaneity, but also insecurity or resistance.
- Can be Free Child or Adapted Child

Reference list

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