



EFFECTIVE TEAM WORKING AND COMMUNICATION

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- EFFECTIVE TEAM-WORK AND COMMUNICATION

CONTENTS

What's is a Team

Team Benefits

Stages of Team development

-Bruce Tuckman Model

Team Roles \ Situational Leadership

-DR. Meredith Belbin 9 roles

Managing Conflict

Successful Team Development

WHY CHOOSE TEAM VS GROUP

Team	Group of people
Members are interdependent	Members are in depended
Members are aware of each other weaknesses	Members may not know each other
Shares a common goal	May not share a common goal

TEAM

Accomplish specific
task
Common Goals
Interact with each other

“Bounded and
stable set of
individuals
interdependent
for a common
purpose.”
(Griffith &
Dunham, 2014)

- Creativity
- Knowledge
- Trust
- Risk Taking
- Productivity
- Conflict Resolution
- Fun

BENEFITS OF TEAM WORKING

HOW DO TEAMS DEVELOP?

- Bruce Tuckman's 1965 Team development Model
- Why it is useful?
- Who is it for

(Mind Tool 2021)

STAGES OF TEAM DEVELOPMENT

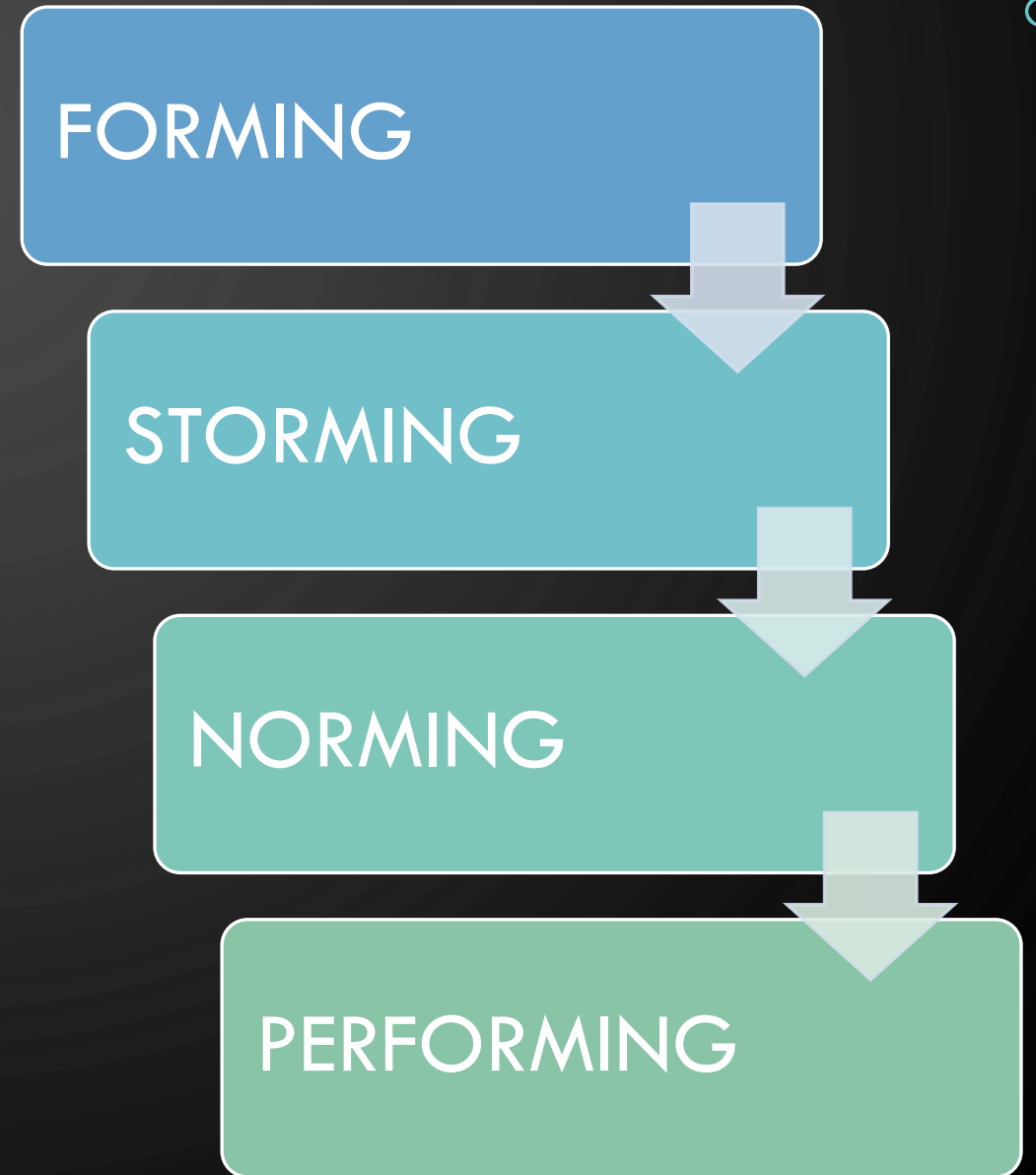
(Chapman, 2021)

FORMING

STORMING

NORMING

PERFORMING



STAGE 5- ADJOURNING

Tuckman added
5th stage in 1975

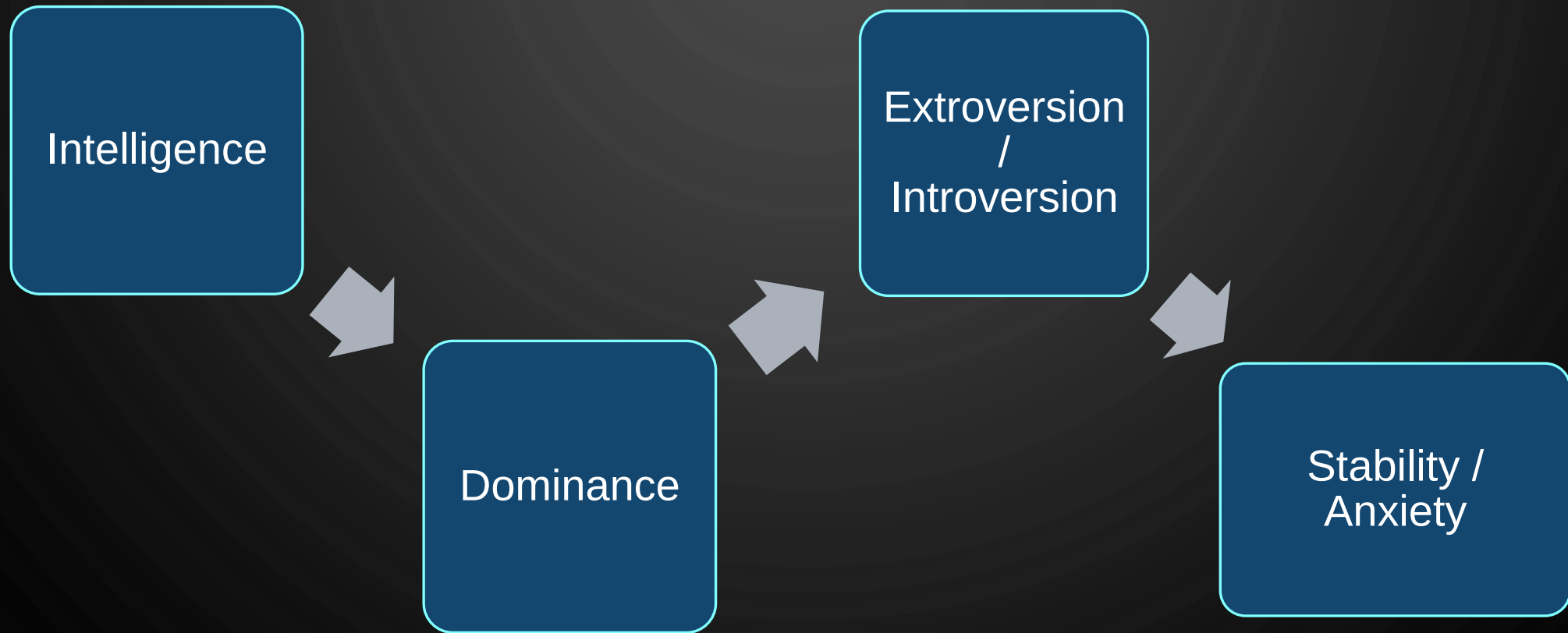
This stage is more
important for the
people and not to
the task itself

The 5th stage is
about the
breakup of the
group, feelings

Saying Goodbye

(Chapman, 2021)

BELBIN: FATHER OF TEAM ROLE THEORY

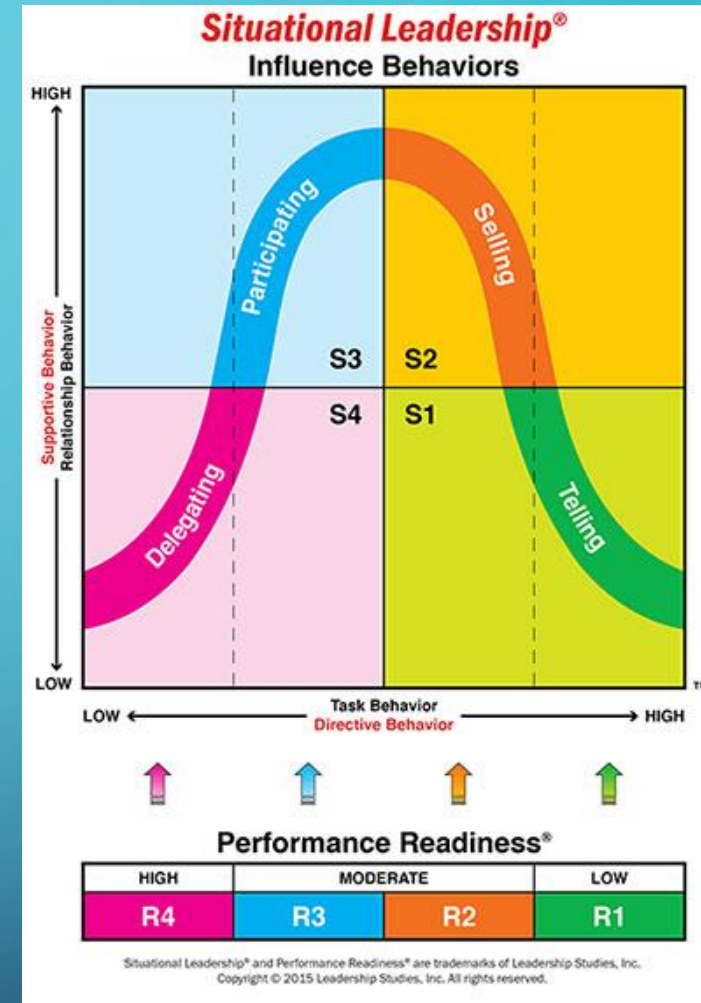


BELBIN'S 9 TEAM ROLES

- 1 Coordinator
- 2 Plant
- 3 Resource Investigator
- 4 Shaper
- 5 Implementer
- 6 Monitor / Evaluator
- 7 Team Worker
- 8 Complementer / Finisher
- Specialist

LEADERSHIP ROLES

- What is meant by Leadership?
- How can effective leadership be developed?
- What is Situational Leadership?



HERSEY AND BLANCHARD

Hersey P. and Blanchard K.H. (1969)



CONFLICT MANAGEMENT

What is
conflict?

Why is
conflict
arising ?

When
conflict
arises ?





MANAGING CONFLICT

Finding the sours of conflict

Find a safe and private place to talc

Listen actively and let everyone have their say

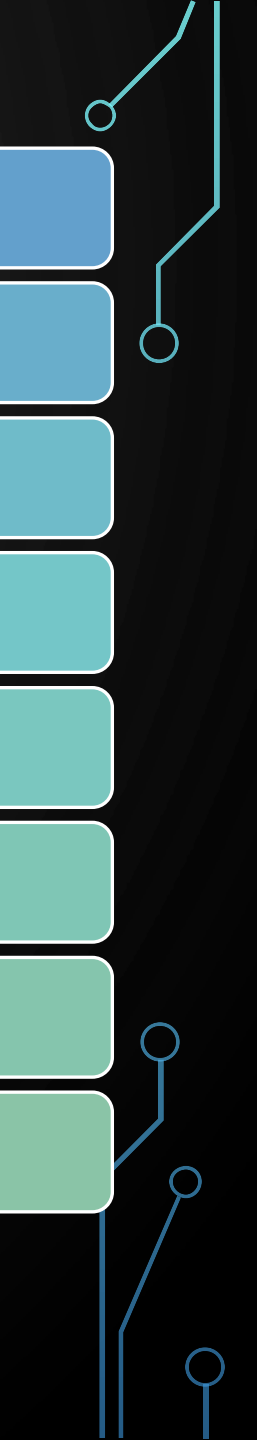
Investigate the situation

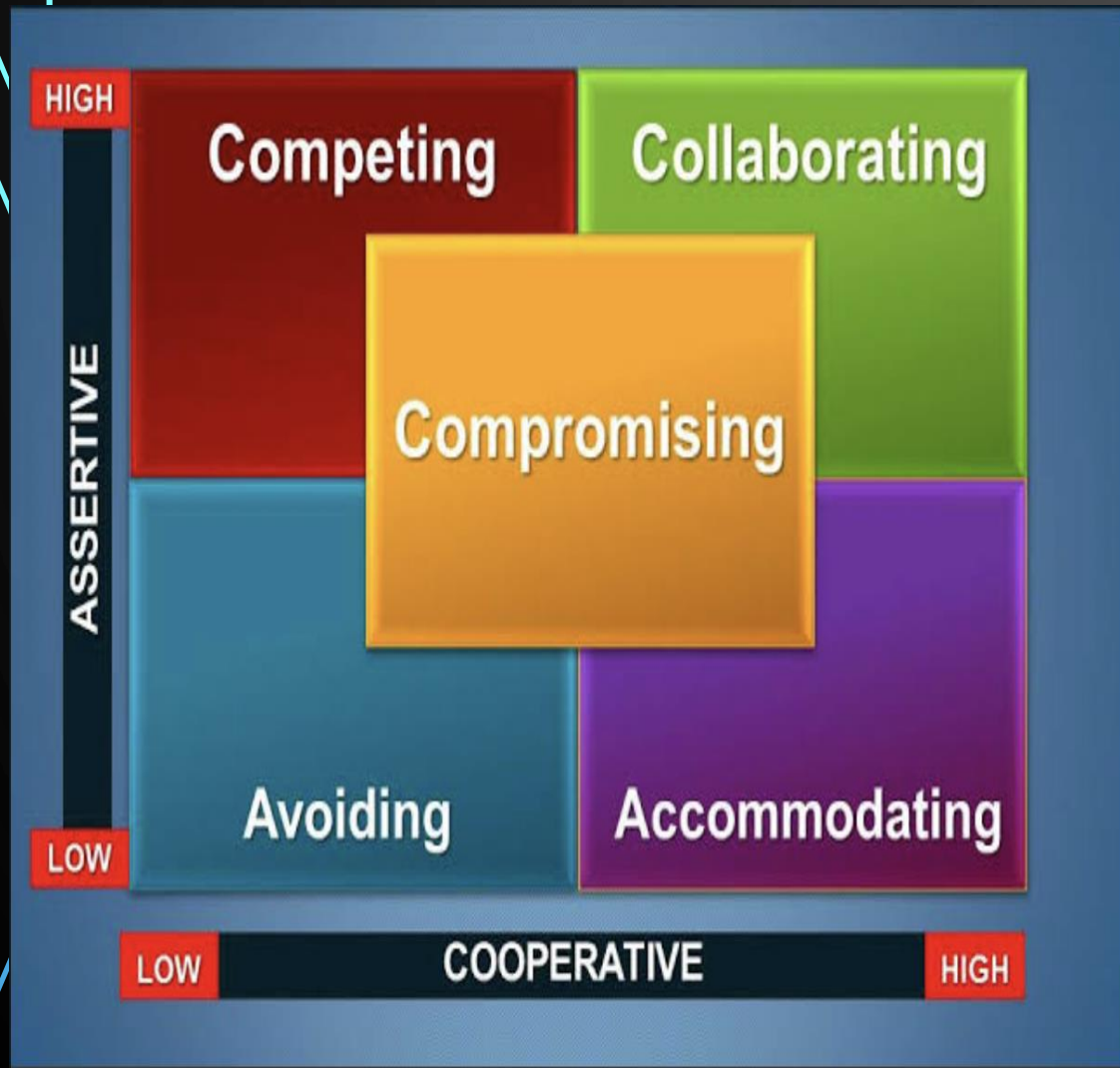
Determine ways to meet the common goal

Agree to the best solution

Evaluate how things are going

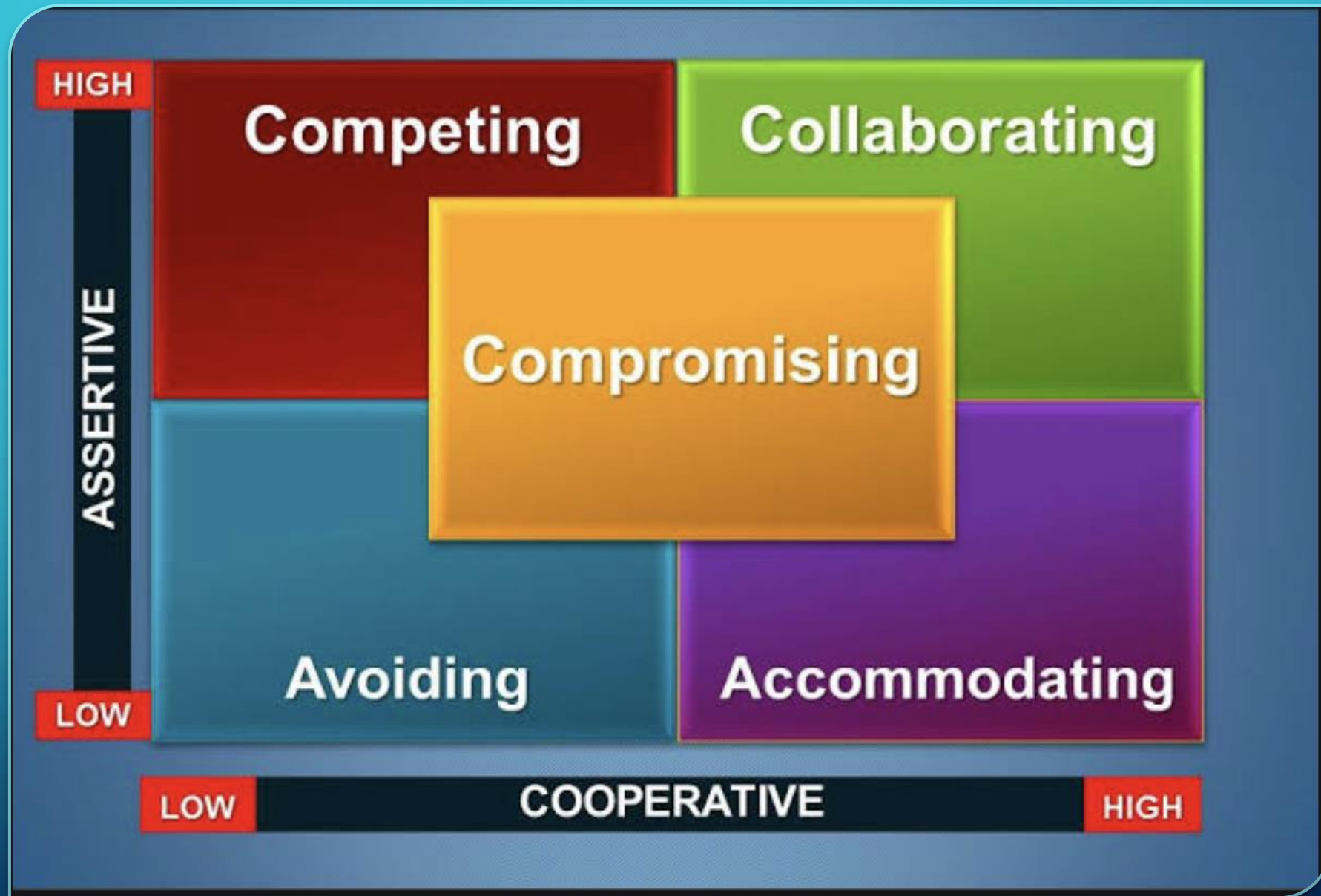
Decide on preventative strategies





MANAGEMENT CONFLICT

- according to Thomas Kilmann conflict model instrument (TKI) used by human resources (HR) professionals around the world, there are five major stars of conflict management.



FOR BEST RESULT MUST DO



LISTEN



ACKNOWLEDGE



RESPOND



RESOLVE
DIFFERENCES

SUCCESSFUL TEAM DEVELOPMENT



Working As A Strong Team



WORKING IN A STRONG TEAM

Faster innovation

Faster detection of mistakes

Better correction of mistake

Better problem-solving

Better performances



BUILDING A STRONG TEAM

Understand
responsibilities

Cover the
Belbin Roles

Have common
goals

Deal with
change

Deal with
conflict

Share
information

Share ideas

Develop trust

Adapt

Socialize



BELBIN AND TUCKMAN

99% of customers agree
that Belbin helps teams
work more effectively

Tuckman studied teams from
formation to completion and
identified crucial stages





THANK YOU

T4YOU

REFERENCES

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- Chapman (2021) *Team management*, available at <https://www.businessballs.com/team-management/tuckman-forming-storming-norming-performing-model-performing-model>
- Hersey and Blanchard references:
- Hersey P. and Blanchard K.H. (1969) *Management of Organizational Behavior – Utilizing Human Resources* New Jersey; Prentice Hall.
- Griffith, B. A. & Dunham, E. B., 2014. *Working in Teams : Moving From High Potential to High Performance*. s.l.:Sage Publications