

Effective Team Working and Communication

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2.Stages of Team Development.

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(Staf Gambar, 2013)

The Treasure group of Solutions are specialised in helping companies and organizations to build a strong and effective teamwork.

What is Teamwork

- ▶ Teamwork is when a group of people come together to work towards achieving a common goal.

BENEFITS OF TEAM WORKING

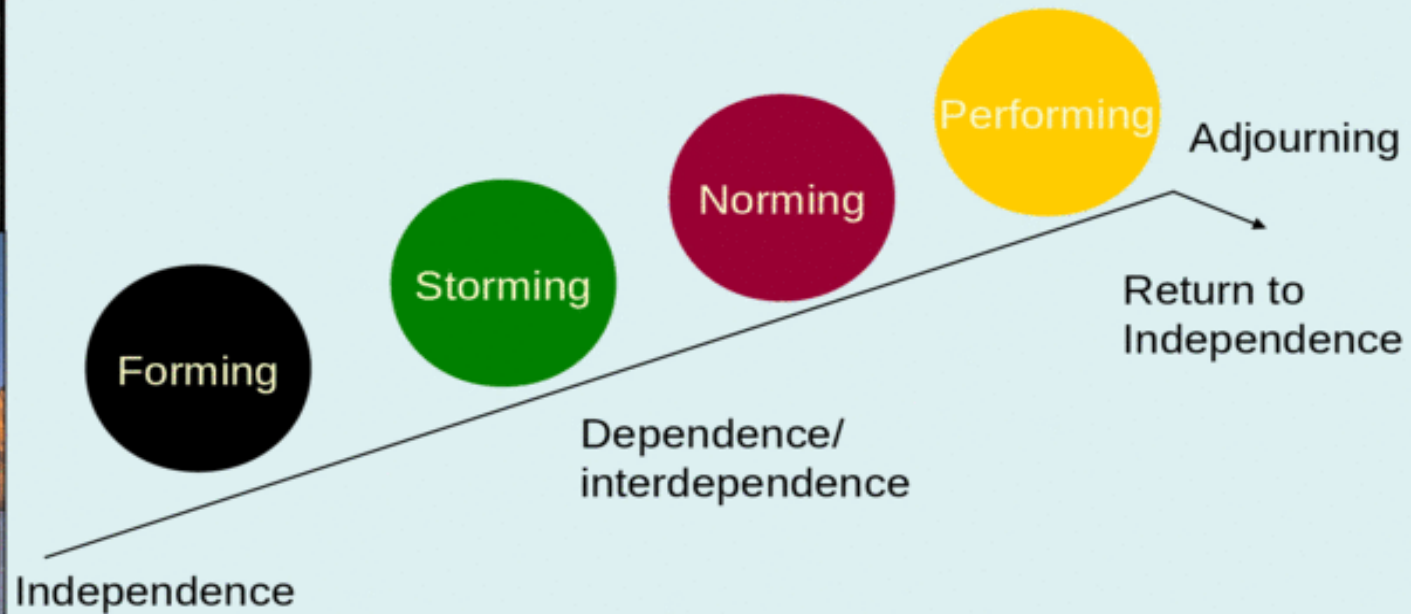
- ▶ **It Promotes Synergy:** *Collaborating individual contribution as a team idea for a solution.*
- ▶ **Advances Individual Career:** *Exposes new skills and knowledge for future career.*
- ▶ **Strong Relationship are established:** *Teamwork create open communication and build trust. “In workplaces where teamwork isn't consistent, establishing groups helps build stronger relationships between employees and lets individuals learn to work through a disagreement” (Magloff, 2019).*

Cont. Benefit of Teamwork

- ▶ **It increases Productivity:** *Workloads are shared according to individual skills, speciality and strength.*
- ▶ **It allows for Flexibility:** *Team members create suitable schedule to fit members.*

Tuckman's Five-Stage Theory of Group Development

10-4 Figure 10-1



The Five Stages

► **Forming Stage:** * *Team members meet for the first time.*

* *Introductory phase*

* *Uncertainty*

* *Relationship not formed*

Storming Stage: * *difficult and critical stage to pass through*

* *Conflicts can emerge*

* *members must work to overcome any obstacles, to accept individual differences.*

Cont.

- ▶ **Norming Stage:** **This stage has some degree of unity.*
 - *Conflicts are resolved, and consensus develops.*
 - *Increase team performance and members cooperate with each other.*
 - *harmony among them is not precarious as disagreements can re-emerge.*
- Performing Stage:** **Teamwork is achieved*
 - *Team is well established and mature.*
 - *Mission and goals achieved and focus on problem solving.*

Cont.

- ▶ **Adjourning Stage:** *This is the stage in which one is reluctant to say goodbye because, many relationships have been formed.*

Team Roles



(Pikrepo, 2021)

Team Roles

- ▶ Designate roles for each team member.
- ▶ Each role has a specific responsibility that can ensure success and effectiveness.
- ▶ Team roles Promote team effectiveness, cohesion, and advance the project completion.

Cont. Team Role

- ▶ Leadership is one of the most important roles, the leader helps keep the group on task. He / She maintains a schedule of meetings and deadlines.
- ▶ The encourager helps guide the group discussion to maintain a forward momentum.
- ▶ The analyst is the fact checker, and their main responsibility is to make that information correct.
- ▶ The final role belongs to the secretary, this person's responsibility is to make sure ideas are recorded and submitted on time

Effectiveness of a group

- ▶ The strength of one team member may help balance the weaknesses of another.
- ▶ Splitting a project into smaller tasks based on individual strengths, team members are forced to trust and rely on one another to complete parts of the project.
- ▶ Giving roles creates a sense of ownership and pride in the overall project. According to Stahl (2012), “Working to create the best possible solutions”.

Managing Conflict



► (Google.com)

Conflict Management is a state of tension that occurs when two or more parts of the organisation interact to complete a project, decide and achieve a goal. It can be different opinions.

Causes of Conflicts

- ▶ Behaviour and interest of the parties are different or when the actions of one cause negative reactions that influence the emotional state of the other.
- ▶ In the case of a project, most conflicts arise when differences of opinion regarding the objectives of the projects are the results of differences or resentments at the departmental level.
- ▶ Conflicts in most cases are an indicator of quality of project work, helping to find new solutions.

Managing Conflicts in the Team

- ▶ Understand Conflicts in groups and in a team are inevitable and inherent in any field in which the activity is elaborated by one more person .
- ▶ Conflicts can be resolved by taking the initiative, by organising team members meeting and holding individual discussions, and being able to identify the problems and solve them.
- ▶ The resolution of the conflict, the collaboration and involvement of the parties working in harmony will bring a much faster and more efficient resolution process.
- ▶ Treat everyone on your team fairly and equally, give them praise and recognition and be open and honest at all times.
- ▶ Learn to identify the first signs of conflict like, body language, facial expression and tone of voice.

Cont.

- ▶ Conflict analysis
- ▶ Brainstorming Solution
- ▶ Collaborating
- ▶ Verbal Communication
- ▶ Conening Meeting
- ▶ Creativity



(Blumenfeld, Andrew (2020))

SUCCESSFUL TEAM DEVELOPMENT

1.Communication

Effective teamwork is very important as this sets the tone for the quality of the service and /or product. Communication is the main ingredient to determine the success of a team as this is what builds the foundation, making sure team members feel heard and safe expressing their concerns.

Regular team meetings and getting to know each other on a personal level yet remaining professional is the best way to do this. Team meetings will allow you to observe the team's interactions with one another and enforce structure and boundaries within the team, making the organisation a bit easier.

2. Understanding Assigned Task

For team development, the team in question must be on the same page about all aims and objectives involved in said task. All team members should know what is expected of them and what they are responsible for. This prevents confusion and stops members overstepping and fulfilling a duty that is not necessary which in turn can prevent altercations with one another.

Understanding the short- and long-term goals that are required brings the group together and gives a common interest to work towards. Promoting individual team members to fulfil their part.

Good Leader

Successful team development can happen as a result of good management. The importance of having a great leader is a key factor to any successful team. Traits of a good leader will be a good listener, assertiveness and knowing when someone else is best fitted for a specific task. “Great leaders are not the best at everything, they find people who are the best at different things and get them all on the same team”- Eileen Bistrisky.

A good leader should know how to adapt to work best with their team, things like age factor that causes problems as they sometimes can be barriers to communication and understanding one another.

Methods to Improve team Development

A good way to improve team development is team building events (training) that allows individuals to engage outside of their working environments. Ensuring team events are well designed and respectfully fitting to the team. When I say that I mean not involving cringe-worthy team building exercises which in fact could be detrimental to the team as they will feel as though management does not understand the type of people they employed.

Being mindful when choosing events is key, because you need to understand what is valuable to that specific team and what type of activities all members will engage in collaboratively with enthusiasm instead of reluctantly.

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