



Effective Team Working and Communication (BMSW4002 LON)

- **Sadaf Naqvi (2133610) - Benefits and disadvantages of team working**
- **Gisela Chavez (2131880) - Stages of team development**
- **Nargis Mahmood (2133918) - Team roles**
- **Anisa Ahmed (2132705) - Managing conflict**

INTRODUCTION

Team

- ▶ A group of people working together to achieve a common goal

TEAMWORKING

- It involves joint efforts of a number of people to achieve a common goal



BENEFITS OF TEAM WORKING

- Less Errors
- More Ideas and Resources
- Better Decision
- Better Communication
- Improves Cultural Insights
- Division of Work



Disadvantages of Teamwork

- Lazy Team Members
- Conflicts
- Unequal Participation
- Not Team Player
- Conflict Among Members
- Scheduling Problem
- Time Management



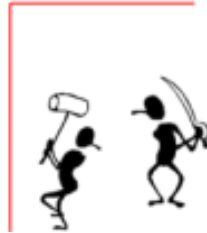
Stages of development

Forming



- Team members are introduced to each other and given information about their responsibilities.

Storming



- Team members share ideas, and this becomes an opportunity to stand out and be accepted by their peers.

Norming



- Teams are functioning at peak efficiency and have fewer issues to resolve.

Stages of development

Adjourning



- Teams are sometimes left wondering how they can improve the way they work together. The answer lies in their next project.

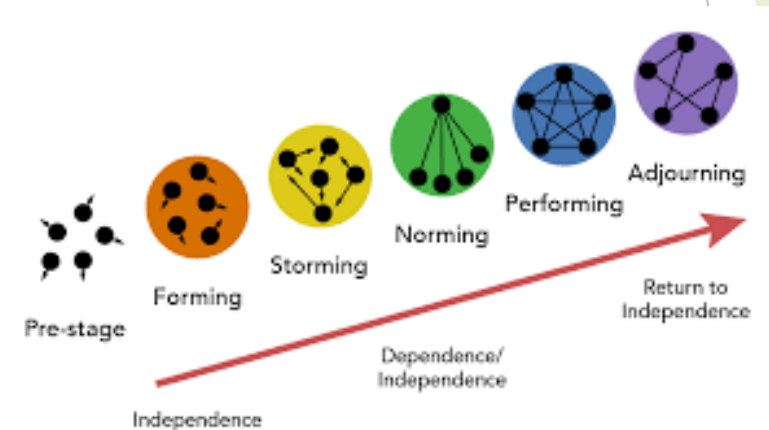
Performing



- The team is working together well, and everyone trusts each other.

Stages of development

Performing • Creative • Trusting • Effective • Conflict	Forming • Milling • Confusion • Polite • Purposeless
Norming • Cohesion • Purpose • Feedback • Relevancy	Storming • Conflict • Frustration • Resistance • Cliques



Managing Conflict

What is Conflict ?

Conflict is defined as clash between individuals arising out a difference in thought process, attitudes, understanding, interests, requirements and even sometimes perceptions.

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TYPES OF CONFLICT

- ▶ Communication factor (poor hearing, lack of information given)
- ▶ Structural factor (Size of the team)
- ▶ Personal factors (Personal goals and needs)
- ▶ (Atsumbe,B.N and Saba, T.M, 2009,p.173)

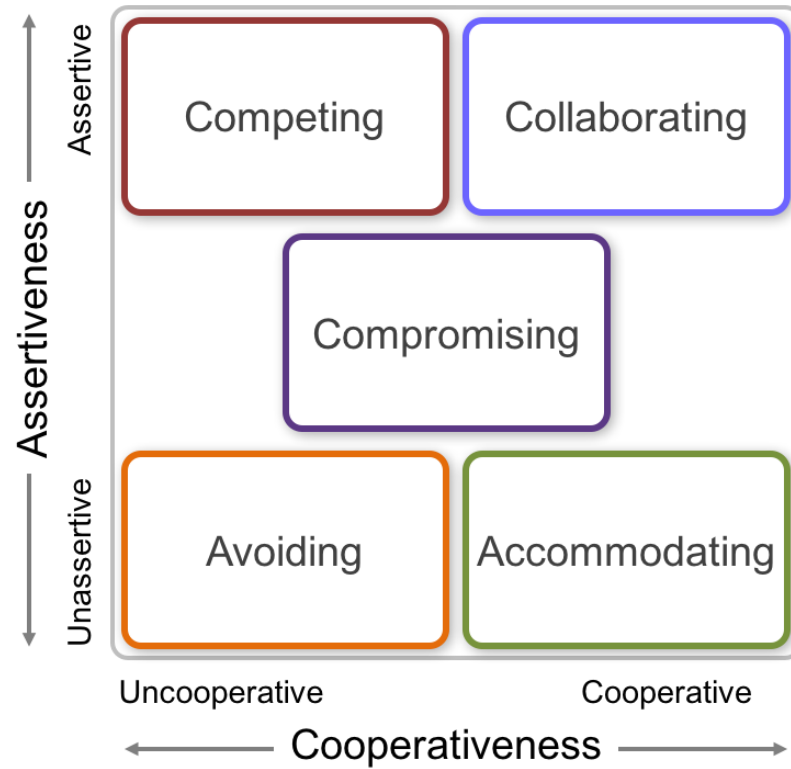
Thomas, K.W., and Kilmann's Theory

- ▶ Competing -trying to prove you're, rights, showing, that someone is not correct
- ▶ Compromising - agreeing to someone else's idea
- ▶ Collaborating - trying to find a solution for both parties
- ▶ Avoiding -moving back from an unwanted situation
- ▶ Accommodating -trying to please someone; willing to help

(Kilmann, R.H. and Thomas, K.W, 1977, p.309-310)

The Conflict Modes

Kenneth Thomas and Ralph Kilmann



Advantages of the conflicts

- ❖ New ideas, alternatives to your idea
- ❖ Solving problems at work
- ❖ Making better decision by finding out the reason of the conflict
- ❖ Everyone can make their point about the situation

(Sherrie Campbel, 2016)

Steps to take

- ❖ Listen- hear what the other person is trying to say
- ❖ Acknowledge-Show, that you have listened
- ❖ Respond to their needs and problems with your own idea
- ❖ Resolve differences- give a solution to the issue

(Vera, H., 2022)

REFERENCES

<https://www.slideshare.net/Scsandr/updated-presentation-48141122>

<https://www.teamwork.com/blog/the-5-stages-of-team-development-what-you-need-to-know/>(Deirdre Scully,2020)

[What is the Thomas Kilmann Conflict Management Model? \(With examples\)](#)
[\(mtdtraining.com\)](http://mtdtraining.com)