



Certificate of Higher Education in Employability Skills

LEVEL 4

Effective Team Working and Communication

Module code: (BMSW4009)

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Contents:

1. Introduction - Define teamwork and identify your natural role within teams.
2. Findings - Discuss how the models and theory learnt through the module has impacted you and the way you participate as a team member. You should include specific examples.
3. Conclusion - Summarise your findings and confirm what actions you will take to be an effective team member in the future.

Introduction

Working as a team involves utilising the various strengths of its members to accomplish shared objectives in an efficient and effective manner (West, 2012).

As assistant manager in a jewellery store, teamwork is essential to achieving sales goals, providing outstanding customer service, and running everyday operations smoothly (Prince K. November25, 2023).

As described in Belbin's Team job Theory, I have engaged in and witnessed a variety of team dynamics in this role, frequently leaning towards the Coordinator and Implementer roles (Belbin, 2010).

Task organisation, responsibility delegation, and maintaining team alignment with goals are among my natural abilities.

In addition, my experience aligns with Tuckman's Team Development Model, which details the stages of team formation, namely Forming, Storming, Norming, Performing, and Adjourning (Tuckman, 1965). These stages can be used to frame a team's evolution over time.

Findings

The theories of Belbin and Tuckman have considerably improved my understanding of teamwork, increased my self-awareness, and improved my interactions with the leadership of my team.

Belbin's idea emphasises how crucial complementary roles are to a team. The team in my jewellery store was formed mostly of people with different talents and weaknesses, which affected how we approached problems. (Belbin, 2010)

Diverse Views: Each person in the team contributes distinct perspectives and methods to the problem-solving process, offering a range of options. The individual experiences and backgrounds of each team member expand the variety of potential and encourage originality and creativity (Álvaro, P-S November18, 2024).

When there was a case of an unsatisfied client, I was able to step in and try to alleviate the situation by showing empathy. As the coordinator of the team, I made sure that we all adhered to the showroom's policy and delegated activities as finding a better product for the customer.

For instance, an analytical team member guarantees cost-effectiveness, while a creative team member might propose novel concepts.

For example, I am organising a small jewellery event in my showroom and diverse opinions will be crucial for the success of this event. A solid strategy with my active listening, and team's contribution can be the winning combination. The ability of active listening is acknowledged as a crucial component of effective management (Kline, N. 2002).

My team's Shaper performed enthusiastic brainstorming meetings for this new event the Implementer planned administrative tasks, and the Completer-Finisher made sure the displays were perfect. As the Coordinator, it was my responsibility to combine these inputs into a coherent strategy.

Challenges: The Implementer, who valued a more systematic approach, occasionally criticised the Shaper's boldness.

I mediated by highlighting the benefits of both strategies and encouraging respect for each other. When we encounter difficulties, it is very important to have a positive attitude and create happiness in within the team and this will drive you to success Academy Wales (2018).

A foundation for recognising how teams change over time is offered by Tuckman's model. These phases are reflected in my experiences in the jewellery store:

Forming: The team concentrated on defining roles and duties while integrating new staff members. I helped to assist this step by establishing a friendly atmosphere and outlining expectations clearly.

Storming: During moments of high pressure, like the holiday sales, disputes developed. At one point, team members began to argue over the relative importance of various tasks. With the goal to overcome these obstacles, I promoted open dialogue and defined responsibilities in accordance with the Norming stage.

Performing: The team met sales goals and provided exceptional customer service over a hectic Christmas shopping season. This phase showed how peak performance might be achieved through efficient teamwork.

Adjourning: To provide closure at the completion of seasonal campaigns, I led reviewing meetings to consider lessons learnt and acknowledge team accomplishments (Tuckman & Jensen, 1977).

Effect on My Involvement

Knowing these models has changed the way I lead and contribute to the team recognising my strengths and weaknesses: I am an innate coordinator, so I'm great at making sure everyone's contributions complement the group's objectives.

Nevertheless, I have also realised that I need to take on aspects of other positions, like the Shaper that encourage creativity or the team worker to settle disputes (Sineka, 2023).

Conflict Resolution: By using Tuckman's model, I've learnt to be more understanding of the Storming phase and accept it as a normal stage of team growth.

Adaptability: I've learnt to modify my leadership approach according to the circumstances and makeup of the team, making sure to meet the requirements of both individuals and the group collectively.

In conclusion

Using Tuckman's Team Development Model and Belbin's Team Role Theory to analyse my experiences as a jewellery store manager has given me a wealth of knowledge about productive teamwork. I have been able to promote teamwork and produce outcomes by being aware of my own and my teammates' strengths and weaknesses.

Going ahead, I will consistently evaluate the structure of the team to guarantee role balance in accordance with Belbin's notion.

To strengthen team cooperation, offer specialised help during Tuckman's Storming and Norming phases.

Adopt a flexible approach in my own work, adjusting to the changing demands and obstacles of the team.

I hope to improve my efficacy as a team player and leader by sticking to these models, which will guarantee both individual development and group achievement.

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