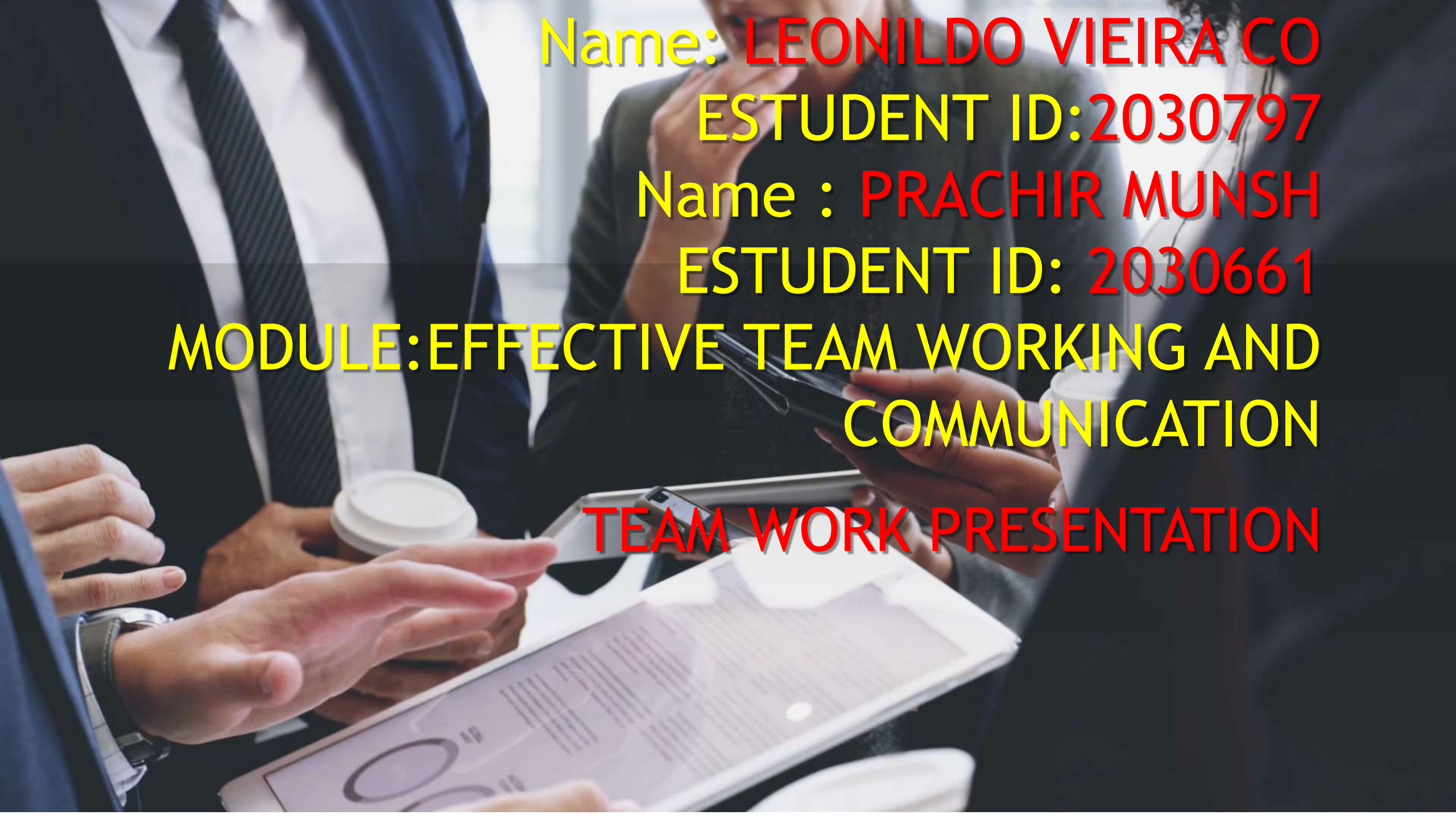


A background image showing a group of business professionals in a meeting. In the foreground, a person's hand is pointing at a tablet displaying a presentation with charts. Other people in business attire are visible in the background, some holding coffee cups.

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MODULE: EFFECTIVE TEAM WORKING AND
COMMUNICATION

TEAM WORK PRESENTATION

Team Work in Restaurants

- ▶ Team Work: is a group of people are working together and support each other to achieve a common goal



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The Main Elements to make a Team Work

- ▶ Collaboration
- ▶ Listening
- ▶ Communication
- ▶ Support
- ▶ Respect



CASE STUDY TUCKMAN

- ▶ Tuckman module demonstrated how to develop a team work. To develop a team work need to apply the following methods:
- ▶ Forming
- ▶ storming
- ▶ Norming
- ▶ Performing

CASE ATUDY (BELBIN)

Belbin considered that to work us a team any individual can give his potential contribution to a team could be evaluated according to the following traits:

- ▶ Intelligence
- ▶ Dominance
- ▶ Extroversion
- ▶ Stability

Situational Leadership Model(Hersey and Blanchard's)

- ▶ Delegating
- ▶ Participating
- ▶ Selling
- ▶ Telling

Managing Conflict

- ▶ Communication barrier
- ▶ Structural disagreement
- ▶ Competition
- ▶ Compromise
- ▶ Avoidance
- ▶ Accommodation

HOW THE TEAM WORK WILL HELP US TO RUN OUR SERVICES

- ▶ Good relationship between the staff
- ▶ Fast services
- ▶ Good work environment
- ▶ Highlight company name
- ▶ More customers



CONCLUSION

With all the information mentioned above, we can conclude that our service will be well. Our employees will know how to work as a team and we will use our knowledge to run up the service and improve our team work .

REFERENCES

- ▶
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- ▶ TEAMWORK IN THE WORKPLACE
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