

EFFETIVE TEAM WORKING AND COMMUNICATION

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EFFECTIVE TEAM WORKING

ALDI SUPERMARKET

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1. INTRODUCTION

▶ Team Working

Process of working collaboratively with a group of people in order to achieve a goal.

2. BENEFITS OF TEAM DEVELOPMENT

Much of benefits of using teams lies on the number of employees involved.

- ▶ Better decision making and problem solving
- ▶ Improve employee satisfaction
- ▶ Increase productivity
- ▶ Better product and service quality
- ▶ Improve customer satisfaction

3. STAGES OF TEAM DEVELOPMENT

Forming

I thinking
Unclear purpose
Roles are unclear

Storming

Conflict
Fight for leadership
Purpose is clear

Norming

We thinking
Clear roles
Commitment team

Performing

Focus on goals
Effective team
Share responsibility

Adjourning

Task completion
Disengagement
Sadness

4. TEAM ROLES

- ▶ Implementer
 - ▶ Team Worker
 - ▶ Completer
 - ▶ Specialist
 - ▶ Plant
- .Resource Investigator
 - . Monitor Evaluator
 - .Co-ordinator
 - .Shaper

5. MANAGING CONFLICTS

- ▶ To be able to deal with conflict
- ▶ To step back and retain a level of objectivity
- ▶ Impartiality, use your eyes
- ▶ Able to accommodate people
- ▶ Be able to compromise
- ▶ Be able to collaborate
- ▶ Should avoiding
- ▶ Listen more and speak less

6. SUCCESSFUL OF TEAM DEVELOPMENT

- ▶ Understand responsibilities
- ▶ Have common goals
- ▶ Deal with Change
- ▶ Deal with conflict
- ▶ Share ideas
- ▶ Develop trust
- ▶ Help each other
- ▶ Socialise

7. CONCLUSION

- ▶ Team working success is not automatic.
- ▶ A team that work well together understand the strengths and weakness of each team member.
- ▶ One of the benefits of strong teamwork in the workplace is that team leaders and members become proficient at dividing up task.

8. REFERENCES

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9. Q & A

▶ Question Please??????????