

Effective team working and communication

Lecture: Lloyd Beharry

BMSW 4002 ETW T2 G3 group Presentation

Group C

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Introduction

- In this group work power point presentation we will talk about
- Team work and communication.
- I will talk about benefits of team work and managing conflict.
- Eugenia de Sa, will talk about successful team work.
- Ketty Do Espirito, will talk about team rules.
- Paul Baltres, will talk about the strategies of team development.

The Benefits of team work

- Is the strong relationships - teamwork helps build strong bonds
 - between colleagues. Team members learn about each other, developing
 - better understanding of individual strengths, weaknesses and personal traits.
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- Within the team work we have several benefits.
 - I will mention the following.
 - 1) Increased potential for innovation.
 - 2) Boosted Productivity
 - 3) Fewer Mistakes



Increased potential for innovation

The true success and breakthrough innovation involves discomfort, and discomfort pushes you to grow.

Boosted Productivity

Complements from work colleagues can give you a lot of motivation to do better and improve.

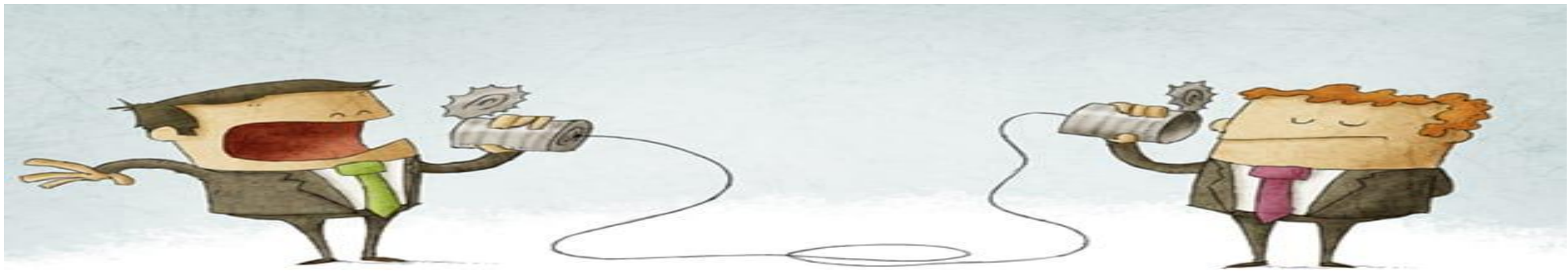
Fewer Mistakes

If your team has good energy – you encourage and inspire each other, and you have fun together – you'll feel less stressed, says Murphy. "Studies show that stress makes us stupid, and leads us to make more mistakes," says Murphy.

Managing Conflict

- **Things to consider**
 - Choose an appropriate place. It's important to make people feel comfortable, so it's good to have the conversation somewhere private and quiet.
- **Always maintain professionalism.** Understand what really matters to your team and remember that everyone's different.





- Effective Communication
- Trust
- Bring both sides together to communicate.
- Follow up on conflicts after resolution.
- Try not to get involved in office politics or gossip



SUCCESSFUL TEAM DEVELOPMENT

BY: EUGENIA DE SA
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What is successful team development?



- ▶ This is the ability to use all the skills that individuals have and apply it to a specific task to get the work done to the highest level of their ability. The group must have a leader who's main role is to support team mates as train them to understand what is expected of them



- ▶ Similarly, to team work this is slightly different as what we need in order for a team to develop and have more development are the following:
 - Smart goals
 - A strong team leader

5 STAGES OF TEAM DEVELOPMENT

1. **Forming**- this is where team members are chosen to work with each other and choose who will represent the group.
2. **Storming**- this is when team mates start to work together, this is where conflicts might arise especially for those who have never worked in a group before.
3. **Norming**- at this point the team mates starts to come together as one, accepting responsibility for their assigned roles and work together.
4. **Performing**- everyone starts to work at a consistent/high level in order to get the work done.
5. **Adjourning**- where the task is coming to an end and team mates starts to move into different directions.



Organisation

When working within a team its very important to have a structure this is why it's vital for every team to have a leader.

Effective communication

This is the ability to speak with all members of the team and your audience with clarity to avoid misinterpretations

What makes a successful team?

Respect/trust

Understanding that you may not share the same values/opinion with everyone but you comprise/follow instructions to get the task done.



Dependability

As you are in a team, it's important that you pull your own weight so everything flows in accordance with others.

Strengths/ Weaknesses



PROS	CONS
Structure and clarity	Poor organisation
Outcome of work	Unreliable
Effective communication	Delegation
Variety of ideas	Decision making
Discussions are heard	Accountability

The table can be flipped and these can go either way. Generally speaking the common issues you may face in a group are: missing deadlines, late starts, members not contributing which could be a case of dominating personalities.

On the other hand, working in a group has its perks such as: effective learning (almost like mini tutoring sessions), better understanding of appreciative/constructive feedback, experience.

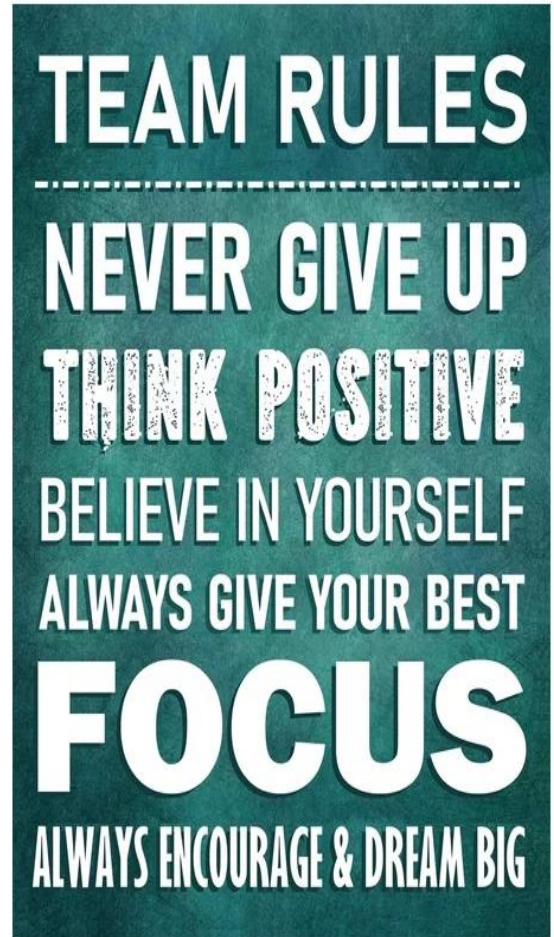
A background image showing a group of business professionals in an office setting. A man in a dark suit and striped tie is on the left, holding a white coffee cup. A woman in a dark blazer is in the center, gesturing with her hand while holding a smartphone. Another person is on the right, also holding a smartphone. In the foreground, a tablet displays a presentation with charts and text. The overall atmosphere is professional and collaborative.

EFFECTIVE TEAM WORKING AND COMMUNICATION

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Team Rules

- Team Rules are standards set by to help them function in the future.
- In order to work effectively, the team should be able to understand, agree upon and the ground rules define how team members can support and communicate with each other.



Team Rules

- Forming- Confusion ,Feeling out Others
- Storming- Over Priorities , Leadership
- Norming- Trust Established , Co-Operation
- Performing- Successful , Helpfulness
- Adjourning – Disengagement , Separation and ending



Team Rules

- Strengths:

Creativity

Versatility

Flexibility

Focused

Taking Initiative

- Weaknesses:

- Self-criticism

- Insecure

- Too Detail Oriented

- Public Speaking

- Presentation Skills

Team Rules

- **Action Oriented Roles**: Shaper
- Highly strung, outgoing, Dynamic
- People Oriented Roles
- **Detailed Project Schedule or Plan**
- Documentation
- PMO Standards
- **Thought Oriented Roles**
- Monitor-Evaluator
- Sober
- Unemotional
- Prudent

References

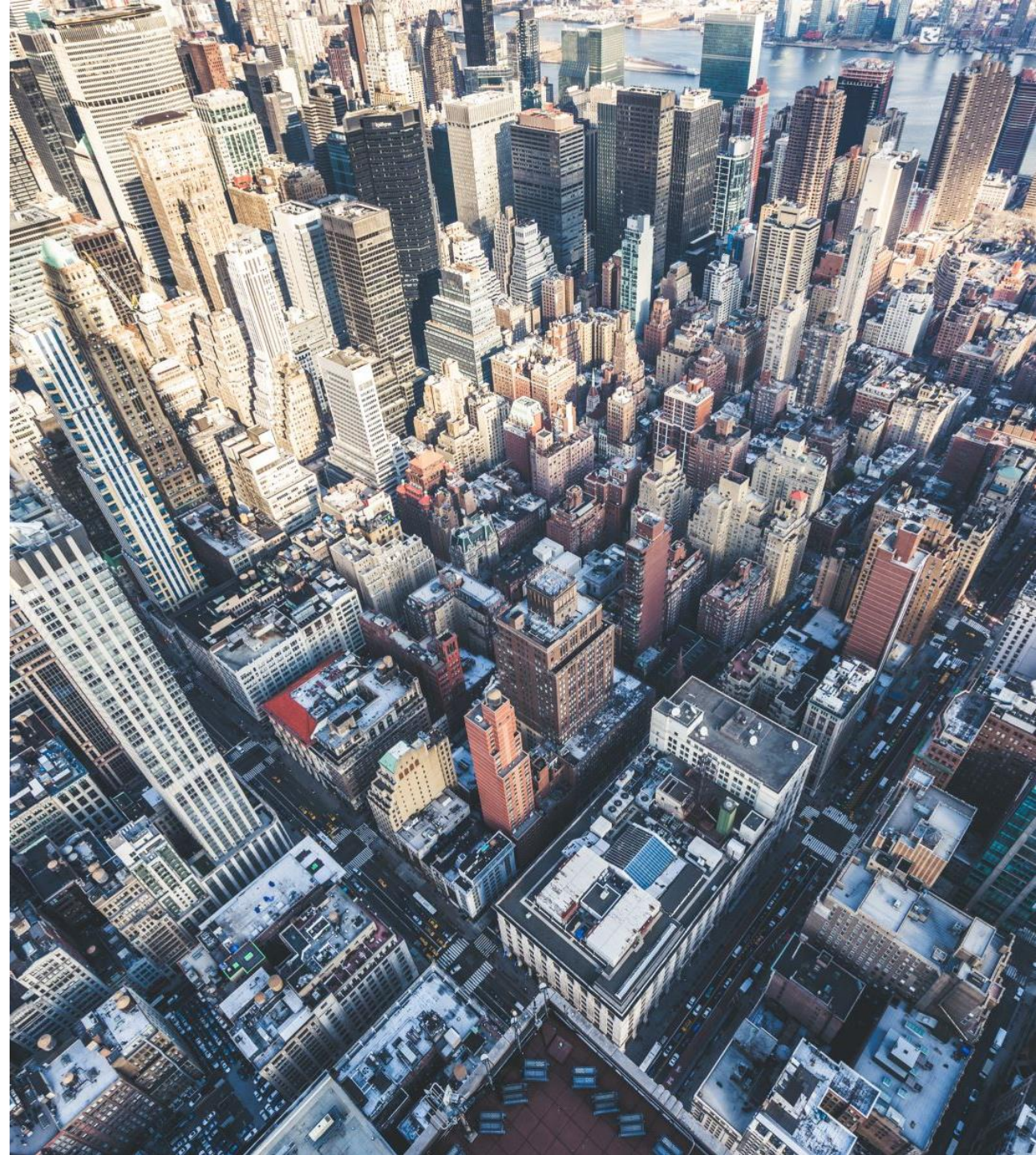
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STAGES OF TEAM DEVELOPMENT



FORMING

Team acquaints and establishes ground rules. Formalities are preserved and members are treated as strangers.



STORMING

MEMBERS START TO COMMUNICATE THEIR FEELING BUT STILL VIEW THEMSELVES AS INDIVIDUALS RATHER THAN PART OF THE TEAM. THEY RESIST CONTROL BY GROUP LEADERS AND SHOW HOSTILITY.



Norming

People feel part of the team and realize that they can achieve work if they accept other viewpoints.



PERFORMING

The team works in an open and trusting atmosphere where flexibility is the key and hierarchy is little importance



Tuckman's Team & Group Development Model



ADJOURNING

THE TEAM CONDUCTS AN ASSESSMENT OF THE YEAR AND IMPLEMENTS A PLAN FOR TRANSITIONING ROLES AND RECOGNIZING MEMBERS CONTRIBUTIONS