



Synergy Synchronisers

Synchronise Solutions Successfully

**The Consultancy Service for Healthcare Professionals at
the Neurology Centre**



Prifysgol Cymru
Y Brindod Dewi Sant
University of Wales
Trinity Saint David

*Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives*



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Synergy Synchronisers

Module: Effective Team Working and
Communication (BMSW4002_LON)

Assessment 2: Group Presentation

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Topic: Successful Team Development

Introduction to “Synergy Synchronisers”

Synergy Synchronisers....

We walk together to work together to help rebuild individuals strengths successfully.

- Are an innovative organisation
- Help healthcare professionals discover the potential within their team
- Successfully synchronise and synergise
- Boost their in house ability to be able to give their geriatric patients, the best care they deserve
- Help build teams to enhance their patients health and care within the Neurology Centre.
- Enables teams to fulfil our main aim to “Synchronise Solutions Successfully for our Person-Centred Care for our Patients!”



(Jamesoriordanmedicalcentre, n.d)



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Teamwork

“A team is a group of individuals, all working together for a common purpose”

(Juneja, 2015)

Teams:

- Share a common goal
- Put together individuals strengths
- Discuss and do
- Perform highly and are collective
- Are accountable and responsible
- Are interdependent

Working as a team is “Teamwork!”



(PopartUK, 2021)



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Benefits of Team Work

- **Improves morale:** *Work together, stay together*
- **Improves innovation:** *Two heads are better than one*
- **Builds trust:** *Leads to success*
- **Generate ideas:** *Creativity shared*
- **Builds a support system:** *Teams are there to assist*



(TIGCRU Insight, 2021)



(RoyalCollegeOfNursung, 2021)



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Benefits of Teamwork Continued..

- **Shares expertise:** *Collaboration of different skills*
- **Develops talent:** *Encourages and brings out the best in everyone*
- **Increases efficiency:** *Improves productivity and time*
- **Builds synergy:** *Sharing knowledge and insights*



(Bepari, 2015)



Benefits of Teamwork Continued..

Teamwork requires constant improvement and problem solving skills

We realise that teamwork...

1. Is not for everyone
2. Can create conflict
3. Makes you realise everyone works at a different pace
4. Can cause resistance to leadership direction
5. Can cause communication breakdown

We recommend you to...

1. Include and respect all
2. Conflict resolution skills
3. Evaluate individuals
4. Realise that everyone is leading to cooperation
5. Effectively communicate

"If everyone is moving forward together, then success takes care of itself." --Henry Ford (Brainyquote, 2021)

Synergy Brings Success

- We aim to deliver the best team development system
- To deliver great success
- To create an enjoyable place to work
- To build a bonded team of professionals to be able to create the best healthcare plan for each patient
- To teach different teams to all work together for each individual patient
- To achieve to fulfil the needs of all our patients

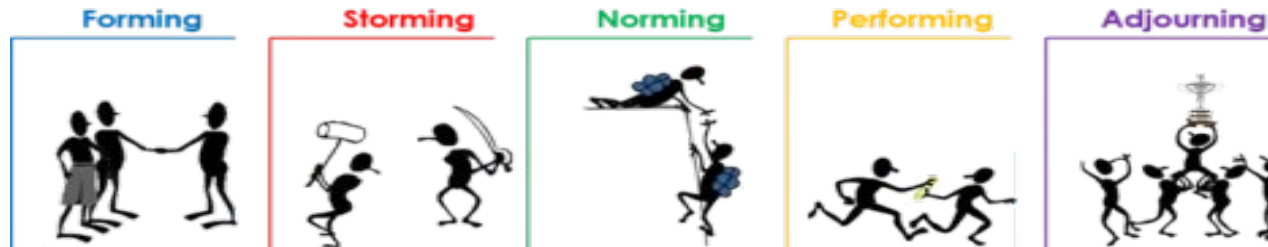


(Enkiquotes, 2016)

Stages of Team Development

- **Bruce Tuckman** was an educational psychologist who created **5 different stages of team development** in 1965.
- The stages of team development were created to **form a group**, so they can grow well.
- During the process of team development they go through different phases to **reach their goal** as a team.
- The stages that teams go through are: **Forming, Storming, Norming, Performing and Adjourning**

(Smith, 2005)





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Tuckman's 5 Stages of Team Development

Forming

- Teams are just being introduced
- Team members are being polite and pleasant
- Allocating task and responsibilities in details
- Giving rules and regulation about workflow with the theme



(Kojic,2020)

Storming

- Competition and conflict happens
- Team members agree to disagree
- Present ideas
- Leadership and authority
- Resolving conflict



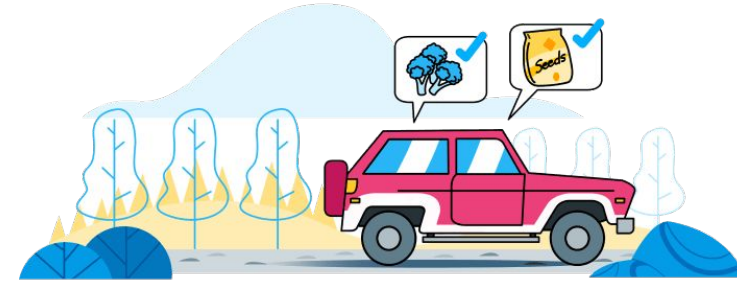


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Tuckman's 5 Stages Continued..

Norming

- Accepting team members for who they are
- Ideas and feelings come to light
- Team members start to resolve differences
- Team members start to priorities task



(Kojic, 2020)

Performing

- Cooperation and understanding
- Committed to task
- Problem arising and being dealt with appropriately



(Kojic, 2020)



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Tuckman's 5 Stages Continued..

Adjourning

This stage was later added to the element, it's to describe the separation of a team after successfully completing their task.

- Completion of task
- Ceremonial acknowledgment of work and success
- Replaced or reassigned to another team/task
- Restarting process of development



(Kojic, 2020)

Importance of Tuckman's Stages of Team Development

- By using these 5 stages of Bruce Tuckman 'Synergy Synchronisers' are able to develop our team of healthcare professionals stage by stage.
- To help with success and productivity of a team.
- Through the process of team development we develop a strong team and watch them grow to be able to look after the needs of each patient.
- We ensure that by following each stage the team progresses and reaches their full potential.
- We love to celebrate the success of each team member through recognition of their efforts.



(Dreamstime, 2021)



Belbin's Team Roles

- ❖ Team roles are characterised by different tasks and responsibilities that each member of the team must have.
- ❖ According to **Meredith Belbin (1926)** team roles are defined by the behaviour of each member of the team.
- ❖ Meredith Belbin is a management psychologist, who made a theory with **9 roles** to identify each members of a team using **strengths** and **weaknesses**.
- ❖ He created this theory to **balance** and improve the effectiveness of teamwork and communication.
(Belbin, 2021)



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Belbin's 9 Team Roles

The **9 roles** formed by Belbin are:

Thinking Oriented Roles	Action Oriented Roles	People Oriented Roles
Monitor Evaluator	Shaper	Co-ordinator
Specialist	Implementer	Resource Investigator
Plant	Completer/Finisher	Team worker

(Mindtools, 2021)

Thinking Roles

Plant (PL)

- ❖ In this role the person that is a 'Planter' in a team is the one who gives ideas. It is a creative person who helps think about how to provide solutions. (Belbin, 2021)

Specialist (SP)

- ❖ Specialist is the person that has more skills and knowledge in the team.
- ❖ The person has to support the team technically. (Mindtools, 2021)

Monitor Evaluator (ME)

- ❖ In this role the individual member tends to evaluate other people's ideas, plans and analyses.
- ❖ It also makes a right judgement according to the decision of a team. (Mindtools, 2021)

Action and People Oriented Roles

		Completer/Finisher	Shaper	Implementer
	Action Orientated Roles	The Completer/Finisher is the person that corrects the mistakes and makes sure that the work is completed well	The shaper person motivate the team to keep forward. They are talkative and extroverted.	The Implementer person is the person that put the ideas and plans into action
	People Orientated Roles	Co-ordinator	Resource Investigator	Team Worker
		Co-ordinator is the person that leads and organises the team.	Resource Investigator is the person that searches information.	Team workers are the people that work with the team and negotiate.

Importance of Belbin's Team Roles for Synergy Synchronisers

- It helps our team with each individuals co-operation and organisation
- Improves team working and effective communication
- Each member of the team will understand their strengths and weaknesses
- Builds connections and high standards within the team
- Each individual within the team will make a difference

(Belbin, 2021)

(Belbin Ireland, 2021)





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Conflict

“An active disagreement between people with opposing opinions or principles” (Cambridge English Dictionary, 2019)

Different types of conflicts

- Task based conflict
- Leadership conflict
- Work style conflict
- Personality based conflict
- Discrimination based conflict
- Idea based conflict



(Cambridge English Dictionary, 2019) (Employment Hub, 2018) (Atlas Staffing, 2018) (Chartered Institute of Personnel and Development, 2021)



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Managing Conflict

Conflict Management

“Conflict management, also known as conflict resolution, involves having a workplace that precludes conflict and a management team that successfully handles and resolves workplace issues.” (Doyle, 2020)

Roles of Managers in Conflict:

- Investigator
- Mediator



(Doyle, 2020) (Chartered Management Institution, 2020) (Inside 6Q, 2018) (Walker, 2015) (Chartered Institute of Personnel and Development, 2021) (Monster, n.d)

Managing Conflict Continued...

Skills of Managers in Conflict Management:

- Written and verbal communication
- Problem solving
- Stress management
- Compassion
- Emotional intelligence

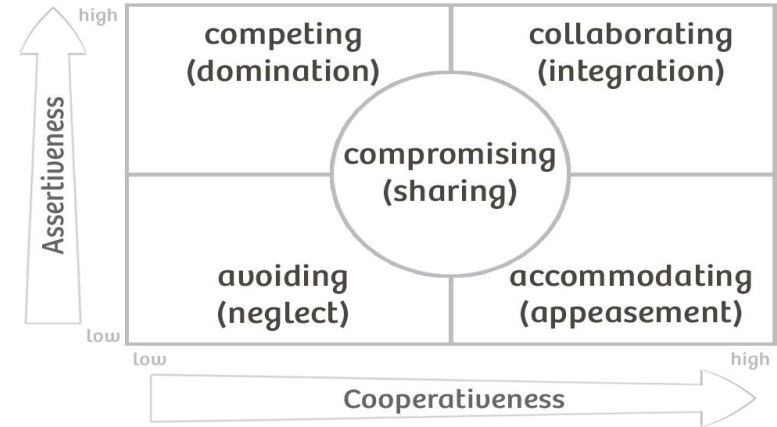


(Chartered Management Institution, 2020) (Inside 6Q, 2018) (Walker, 2015) (Chartered Institute of Personnel and Development, 2021) (Everett, 2017)

Conflict Management Model

Thomas-Killman Conflict Management Model

- Competing (win - lose situation)
- Avoiding (lose - lose situation)
- Accommodating (lose - win situation)
- Collaborating (win - win situation)
- Compromising (win - win situation)



(The Learning Center, 2021) (Thomas and Killman, n.d) (Inside 6Q, 2018) (Chartered Institute of Personnel and Development, 2021) (Oakridge Consulting, 2020)



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Conflict Management Techniques

Techniques and Practices

- Conflict awareness
- Approach to conflict
- Investigation
- Solution to conflict
- Speaking up
- Discussion of options and agreement
- Execute agreement
- Evaluation
- Further strategies applied to prevent reoccurrence



(Chartered Management Institution, 2020) (Job Descriptions Wiki, 2016)



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Successful Team Development

- **Successful team development** is achieved through **effective teamwork**
- A **successful team** is a team which **achieves its goals** through **synergy**
- Ensuring everyone is trained to have the same vision by adopting a **strong sense of teamwork**
- Helps everyone develop good **communication skills**
- It is important to be highly **co-operative** with one another
- Being creatively **innovative** through **confidence**
- **A successful team** is built if the atmosphere in itself consists of **trust and mutual respect!**



(Merryck, 2017)

10 Steps in Building a Strong Team

How can a Leader ensure a Team continues to Develop Successfully?

A Leader...

- Delegates responsibilities to ensure everyone is aware and **understands** the expectations
- Must ensure the **9 Roles of Belbin are followed** in the training sessions
- Ensures everyone has **common goals**- “Where are we going and how will we get there?” (Merryck, 2017)
- Is prepared to **change a plan** if a problem arises

(Workzone, 2014)



“If you have more than three priorities, you don’t have any.” (Jim Collins, 2012)

10 Steps in Building a Strong Team Continued..

How can a Leader ensure a Team continues to Develop Successfully?

A Leader...

- Is prepared to **deal with conflict** while the team is working and apply the theory of **Thomas-Killman** to overcome this
- **Shares information** between team members so they **understand one another**
- **Shares ideas** to **achieve** a high standard in the final outcome



(Quotes.pub, n.d)

10 Steps in Building a Strong Team Continued..

How can a Leader ensure a Team continues to Develop Successfully?

A Leader...

- **Develops trust** within the team members - “Treating people with respect is part of a two-way street to help foster teamwork”
- **Adapts** to the team members style so there is a **balance of maturity**
- **Socialises** within the team outside the workplace so each team member forms a **strong bond**



(Covenant Health, 2021)

Importance of Successful Team Development



- A successful team creates a **synchronised** team to help build trust
- **Successfully** developing a team ensures patients needs to be fulfilled to the best of each team members ability
- When a **strong team** is **built** each team member is able to perform their duties through implementing what they have learnt
- Synergy Synchronisers ensure all group members **work together** in their teams
- It is important to measure **success** and **celebrate** it over time
- We ensure there is **effective communication** between each team and form one team to “**Synchronise Solutions Successfully for our Person-Centred Care for our Patients!**”



(Improvingphc, 2018)



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Conclusion

- **Teamwork** is a primary task that everyone should use to **deliver a successful outcome**
- **Successful teamwork** is achieved by discussing and generating forms of **team building theories**
- By describing the different **roles** and analysing the benefits it can be said that **sharing commitment** and **identifying strengths** can lead to a **right pace** and an **accurate synergy**
- **Managing conflict** can give a **positive and negative impact**, which can be solved through **team collaboration and leadership**
- **Synchronising** is necessary to **successfully synergise solutions** in our team

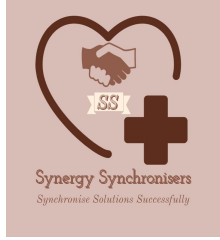


(Productivityhub, 2019)



(University Hospital Southampton NHS Foundation Trust, 2021)

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