

BMSK4002

Effective Team Working and Communication

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Cristina Vadana ID2028994 - **Stages of Team Development (Tuckman)**

Elvis Uagbor ID2018315 - **Team Roles (Belbin) / Situational Leadership Role (Hersey & Blanchard)**

Desmond Wilson ID2026623 - **Managing Conflict in the Team**

Lloyd Beharry - **Lecturer**



Introduction

Aims:

- To introduce the notion of Teamwork
- To speak about Benefits of Communication
- To enumerate the Stages of Team Development
- To identify the Team Roles
- To propose solutions on how to manage conflicts for leading to a successful team development

Benefits of Teamwork





Teamwork is the collaborative effort of a group of people who work to accomplish a task which pursue a common objective.



The notion of teamwork is valid for any context where a group of people are working together to achieve a goal.



A team must include at least 2 or more members, it's size might range from 2 to 100.

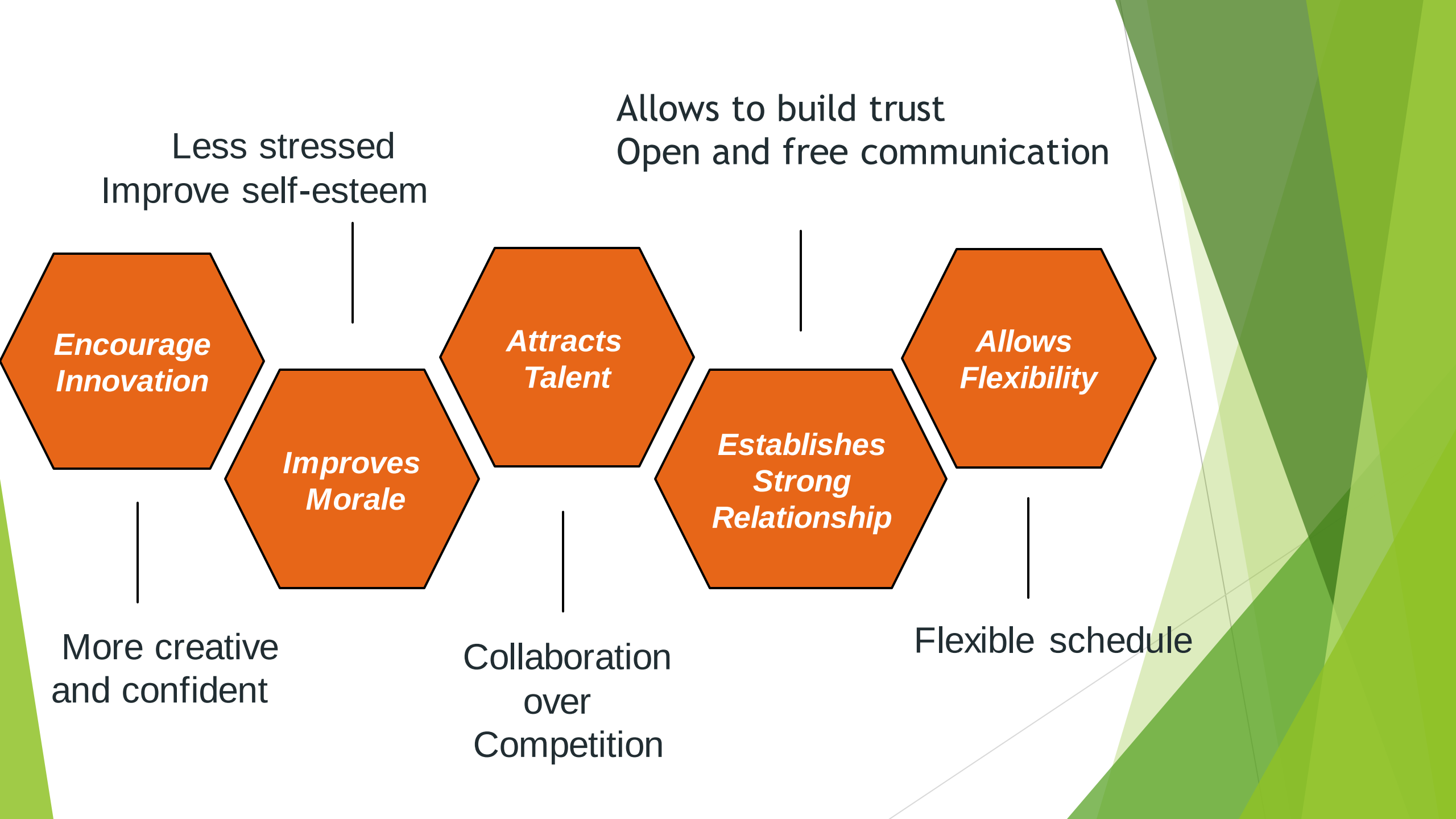


(bristolleaningcity.com, 2021)

BENEFITS

- **Increase Productivity** by distributing workload among members.
- **Support Network** by giving members opportunity to rely on each other.





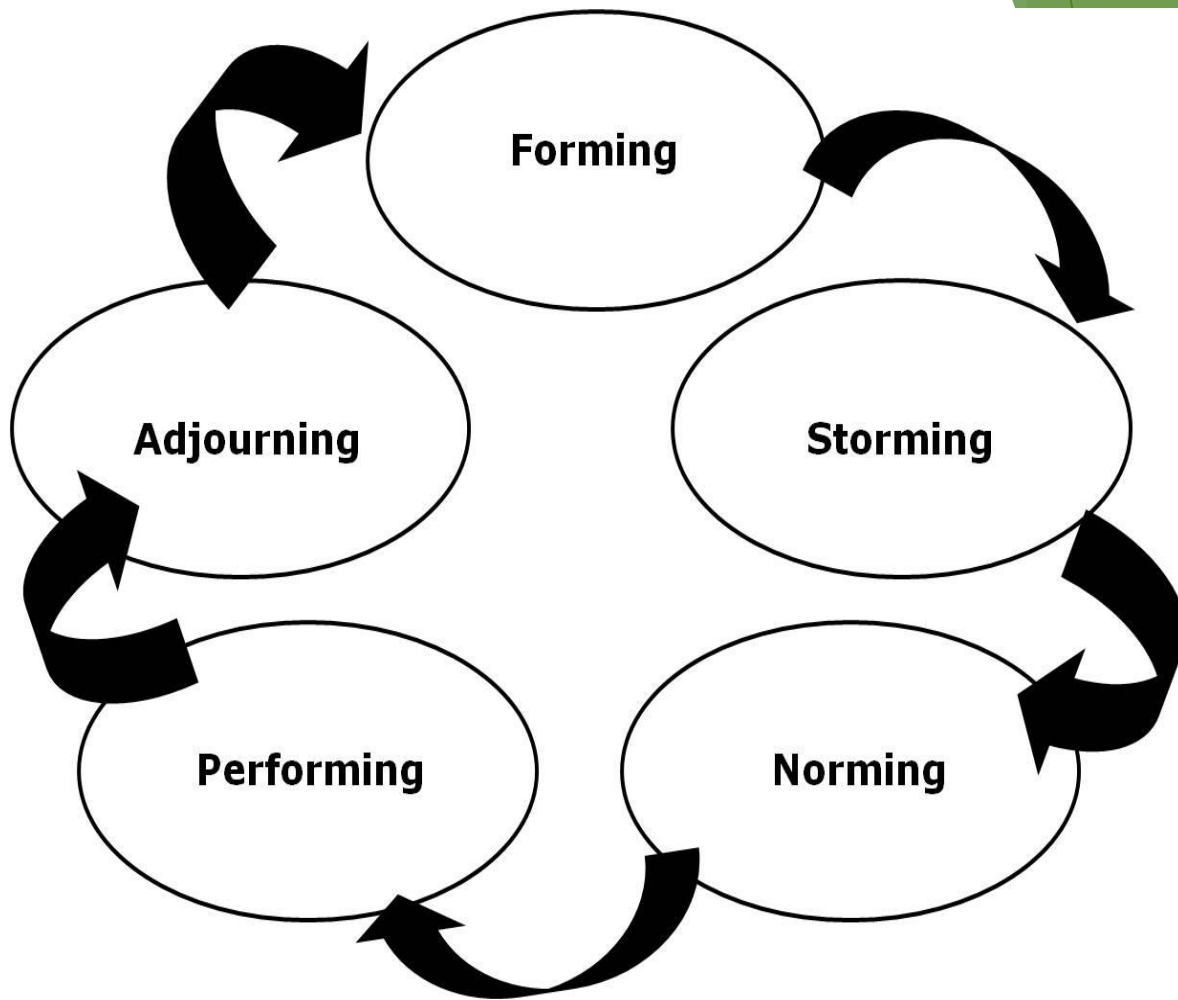
An illustration of four people in a collaborative work environment. A woman with blonde hair, wearing a dark blue top, stands and points towards a large white gear icon on a table. Two men are seated at the table, each using a laptop. One man has dark hair and is wearing a light blue shirt, while the other has dark hair and is wearing a blue sweater. A man with a beard, wearing a blue vest over a white shirt, stands behind the table. A lightbulb icon is floating above his head. The background features abstract shapes in blue and yellow, and several lightbulb icons are scattered around the scene.

Advance
Individual's
Career

Promotes
Synergy

Stages of Team Development (Tuckman, 1965)





► According to Bruce Tuckman, there are five stages of group development that all managers should be familiar with. Tuckman's five stages of group development are the following:

Forming

- Propose ideas, learn new opportunities
- Learning roles and responsibilities
- Understanding team goals
- Looking to team leader for direction

Storming:

- Team learns to work united
- Develop their ideas
- Disagreeing with other team members
- Requiring team leader
- Feeling competitive and tense



Norming:

- Resolved disagreements and personality
- Agreeing on team rules
- Trusting and helping each other
- Making progress on the project

Performing:

- Making decisions and solving problems
- Performing at a high level
- Working independently

Adjourning:

In 1977, Tuckman, jointly with Mary Ann Jensen, added a fifth stage to the four stages: adjourning, that involves completing the task and breaking up the team

Team Roles (Belbin)

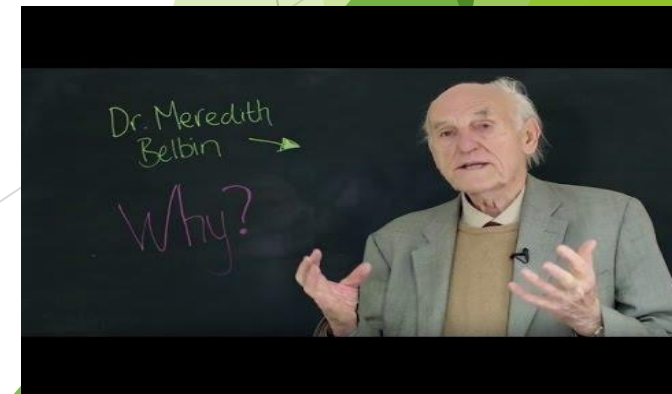
**Situational Leadership
Role(Hersey &
Blanchard)**



Great Teams starts with:

- **Team Role as a language**
- **Behavioral strengths – positive and safe way**
- **Non-Confrontational**
- **Effective combination**
- **So much is achieved**

Belbin M, (2021)



Team Roles Definition

- ❖ **Interactions of the team members**
- ❖ **Responsibility**
- ❖ **Unique**
- ❖ **Tendency to interact with each other**

Simek P. (2021)

Understanding Belbin's Team Roles Model

Action Oriented Roles

- ❖ Shaper
- ❖ Implementer
- ❖ Complete Finisher

People Oriented Roles

- ❖ Co-Ordinator
- ❖ Team Worker
- ❖ Resource Investigator

Thought Oriented Roles

- ❖ Plant
- ❖ Monitor Evaluator
- ❖ Specialist

From "Belbin Team Roles" published online at Belbin.com.

Situational Leadership - Definition

Leadership is the art of getting someone else to do something you want done because he wants to do it.

Eisenhower Dwight D.

Situation Leadership is when a leader adjusts their type of leadership to best suit a particular situation or task.

Indeed Editorial Team (2021)

The Situational Leadership Theory Identifies:

4 leadership style

- ❖ Telling – S1
- ❖ Selling – S2
- ❖ Participating – S3
- ❖ Delegating - S4

4 maturity levels

- ❖ Least experience – M1
- ❖ Inexperienced – M2
- ❖ Excited – M3
- ❖ Confidence - M4

Managing Conflict in the Team





What is a Conflict?

- ❖ Working in teams
- ❖ Due to differences in thoughts, ideas
- ❖ Different jobs



Conflict Differences

Individual Conflict - Involves
colleagues and their manager/ leader

Team Conflict - Involves a larger
group of people

Types of Conflict

➤ Communication Factors

➤ Structural Factors

➤ Personal Factors

Styles of managing Conflict

According to Thoman Kilmann's, there are 5 theories to be covered:

Accommodation or smoothing Playing down the conflict and seeking harmony among parties		Collaboration or problem solving searching for a solution that meets each other's needs
	Compromise Bargaining for gains and losses to each party	
Avoidance or withdrawal Denying the existence of conflict and hiding one's true feelings		Competition imposing ones will on the other party

Solutions to prevent Conflict

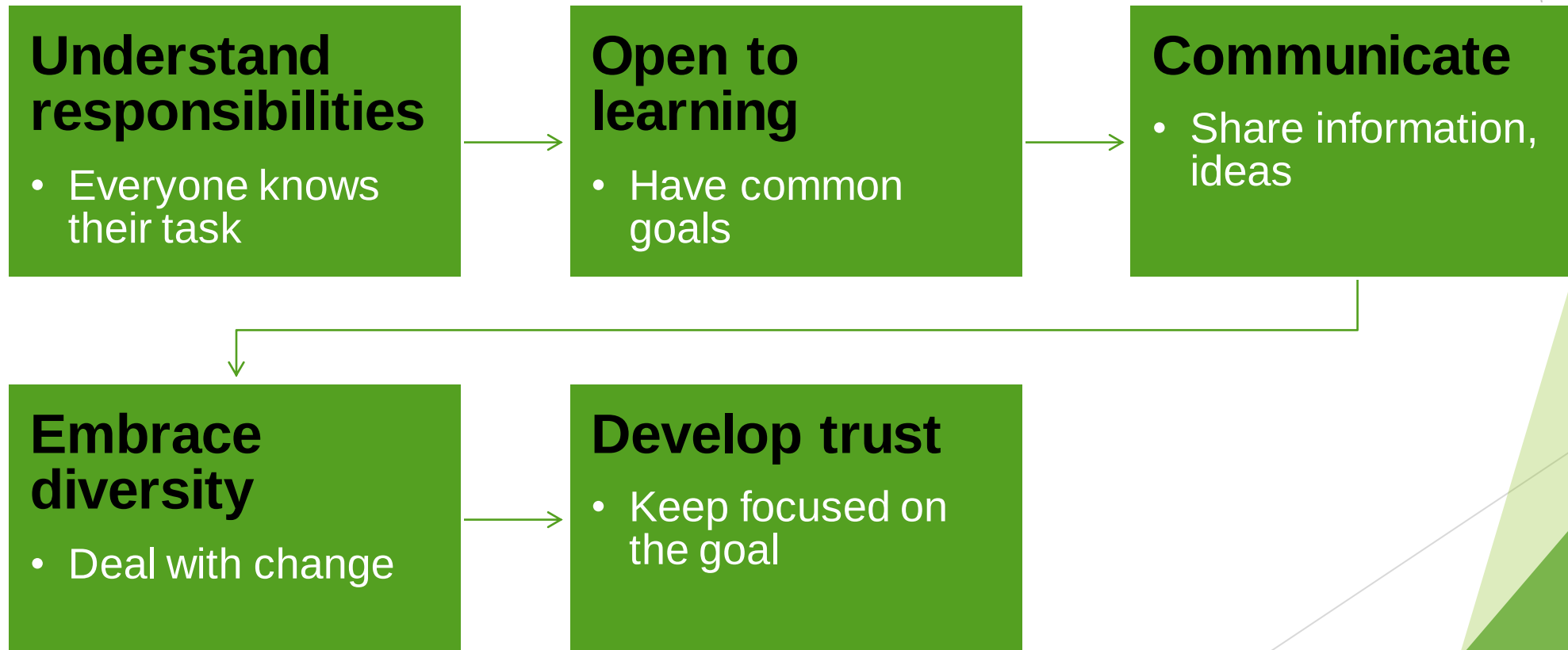
- ▶ **Listen** (avoid distraction, concentrate more)
- ▶ **Acknowledge** (let the team know that you hear what they are saying)
- ▶ **Respond** (be willing whenever the feedback is positive or negative)
- ▶ **Resolve differences** (find/propose solution for problems that may occur)

The most important aspect of preventing a conflict is having mutual respect.

Successful Team Development



Steps in building a Successful Team





The power of Belbin Roles

State goals

Communicate

Participate

Develop Trust

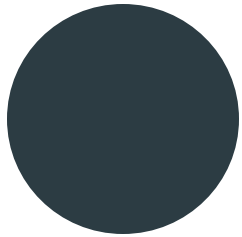
Prevent and
discuss
potential conflict

Leader's Contribution

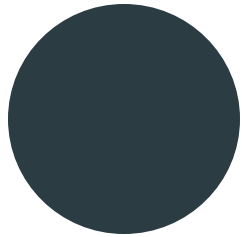
- ▶ **Encourage** the team during challenging moments
- ▶ **Motivate** to continue no matter the difficulties
- ▶ **Support** with feedback
- ▶ **Empower** the members to be their best
- ▶ **Suggest** strategies for improvement



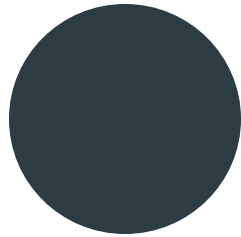
How can a Leader **motivate** the team?



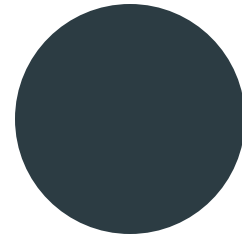
ACT AS A FULL
MEMBER OF THE
TEAM



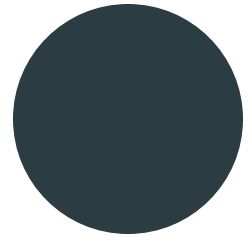
CREATE POSITIVE
ATMOSPHERE
WHILE WORKING



DEFINE CORE
VALUES



ASK QUESTIONS



PRACTICE
DECISION-MAKING

Conclusion

Team roles and situational leadership are very important in the working environment. In a team there are different roles to further improve the performance of individuals.

Cooperation and agreement between workers should always be present when a goal is set to be achieved.

The level of understanding amongst the members of a team should be considered and put into retrospect to the team.

The development of a successful team consists of encouraging co-operation, building trust and creating a fascinating atmosphere whilst working

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8 Steps To Building a Successful Team | Indeed.com (Accessed: 02 December 2021)

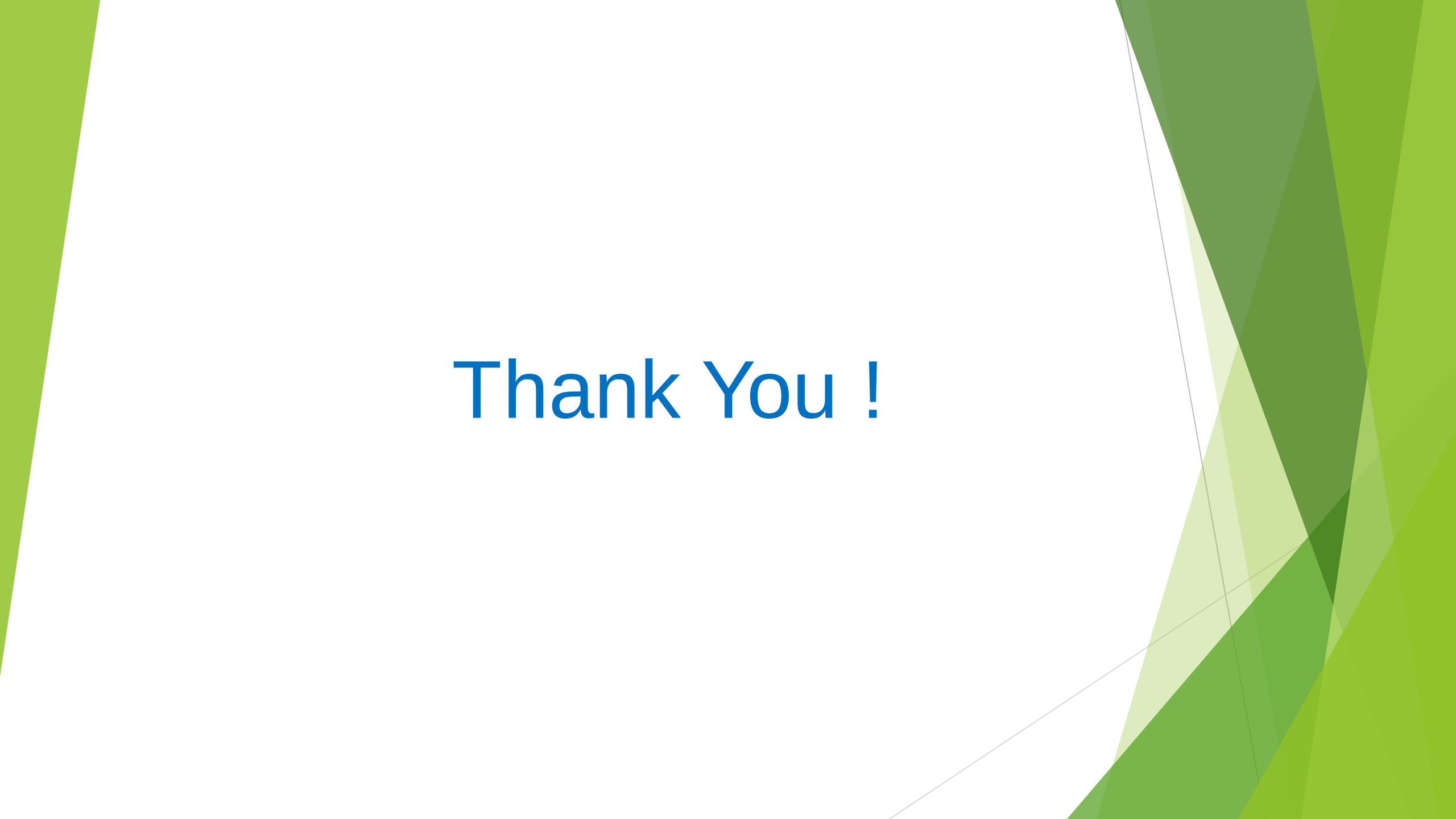
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Any
Questions?



We build
Trust

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect. The shapes are layered, with some appearing more prominent than others, and they extend towards the corners of the frame.

Thank You !