

EFFECTIVE TEAM WORKING AND COMMUNICATION SKILLS

(BMSW4002 LON)

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Assessment 2

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INTRODUCTION



Today our group will be making a presentation to Busy Feet Nursery on how they can move their team to the next level ,of understanding how the team works effectively .

You will learn about (Belbin, Tuckman , Hersey and Blanchard also Thomas and Kilmann) . On their understanding of team work and our view about their findings.

BENEFITS OF TEAM WORKING



(Free management, n.d)

STAGES OF TEAM DEVELOPMENT (Tuckman)

In order to begin applying effective team working to your operation, it's important that we talk to you about the stages of team development.

More specifically, Tuckman's stages of team development.

I will go through each stage and explain it.



FORMING

- The first is the forming stage. This is when the team meet for the first time and they have had no prior interaction with each other before (Render, 2019).
- Everyone is polite and friendly in this stage.



(Linton, P, 2020)

STORMING

- The second stage is the storming stage, where the politeness starts to fade, and conflict may occur.
- The weight of having to complete the task has hit everyone in the team (toggl.com, N/ Y), therefore personalities crash and productivity pauses.
- Every team experiences this stage - however, it is not permanent.

NORMING

- The third stage is the norming stage. This is when the storming stage begins to wear off.
- The members begin to acknowledge each other's strengths and work together.
- Productivity starts to increase, and the group begins to normalise as they actually focus on the work instead of the previous disagreements.

PERFORMING & ADJOURNING

- The fourth stage is the performing stage – the peak of the group's performance.
- The relationships between the members is healthy, and they are comfortable with each other and confident about the project.
- Not all groups reach this phase, but it is a goal for any group trying to develop. If you begin applying effective team-working, you can reach this goal and reach the peak of productivity and efficient work done within your operation.
- There also is a fifth stage, the closing phase, where the group goes their separate ways and disbands.

TEAM TYPES OF BEHAVIOUR AND LEADERSHIP APPROACH

BELBIN : THE 9 TYPES OF BEHAVIOUR

It has been demonstrated from research that the most successful teams had a mix of the following types of behaviour

(Belbin nd)

Belbin® Team Role Summary Descriptions



Resource Investigator

Contribution: Outgoing, enthusiastic. Explores opportunities and develops contacts.

Allowable Weaknesses: Might be over-optimistic, and can lose interest once the initial enthusiasm has passed.



Teamworker

Contribution: Co-operative, perceptive and diplomatic. Listens and averts friction.

Allowable Weaknesses: Can be indecisive in crunch situations and tends to avoid confrontation.



Co-ordinator

Contribution: Mature, confident, identifies talent. Clarifies goals. Delegates effectively.

Allowable Weaknesses: Can be seen as manipulative and might offload their own share of the work.



Plant

Contribution: Creative, imaginative, free-thinking. Generates ideas and solves difficult problems.

Allowable Weaknesses: Might ignore incidentals, and may be too pre-occupied to communicate effectively.



Monitor Evaluator

Contribution: Sober, strategic and discerning. Sees all options and judges accurately.

Allowable Weaknesses: Sometimes lacks the drive and ability to inspire others and can be overly critical.



Specialist

Contribution: Single-minded, self-starting and dedicated. They provide specialist knowledge and skills.

Allowable Weaknesses: Can only contribute on a narrow front and tends to dwell on the technicalities.



Shaper

Contribution: Challenging, dynamic, thrives on pressure. Has the drive and courage to overcome obstacles.

Allowable Weaknesses: Can be prone to provocation, and may sometimes offend people's feelings.



Implementer

Contribution: Practical, reliable, efficient. Turns ideas into actions and organises work that needs to be done.

Allowable Weaknesses: Can be a bit inflexible and slow to respond to new possibilities.



Completer Finisher

Contribution: Painstaking, conscientious, anxious. Searches out errors. Polishes and perfects.

Allowable Weaknesses: Can be inclined to worry unduly, and reluctant to delegate.

SITUATIONAL LEADERSHIP MODEL - HERSEY AND BLANCHARD

Situational Leadership is a Model
developed and published in 1982
by Paul Hersey and
Ken Blanchard and it became the
most know model on the matter.

(Business Balls (2020))

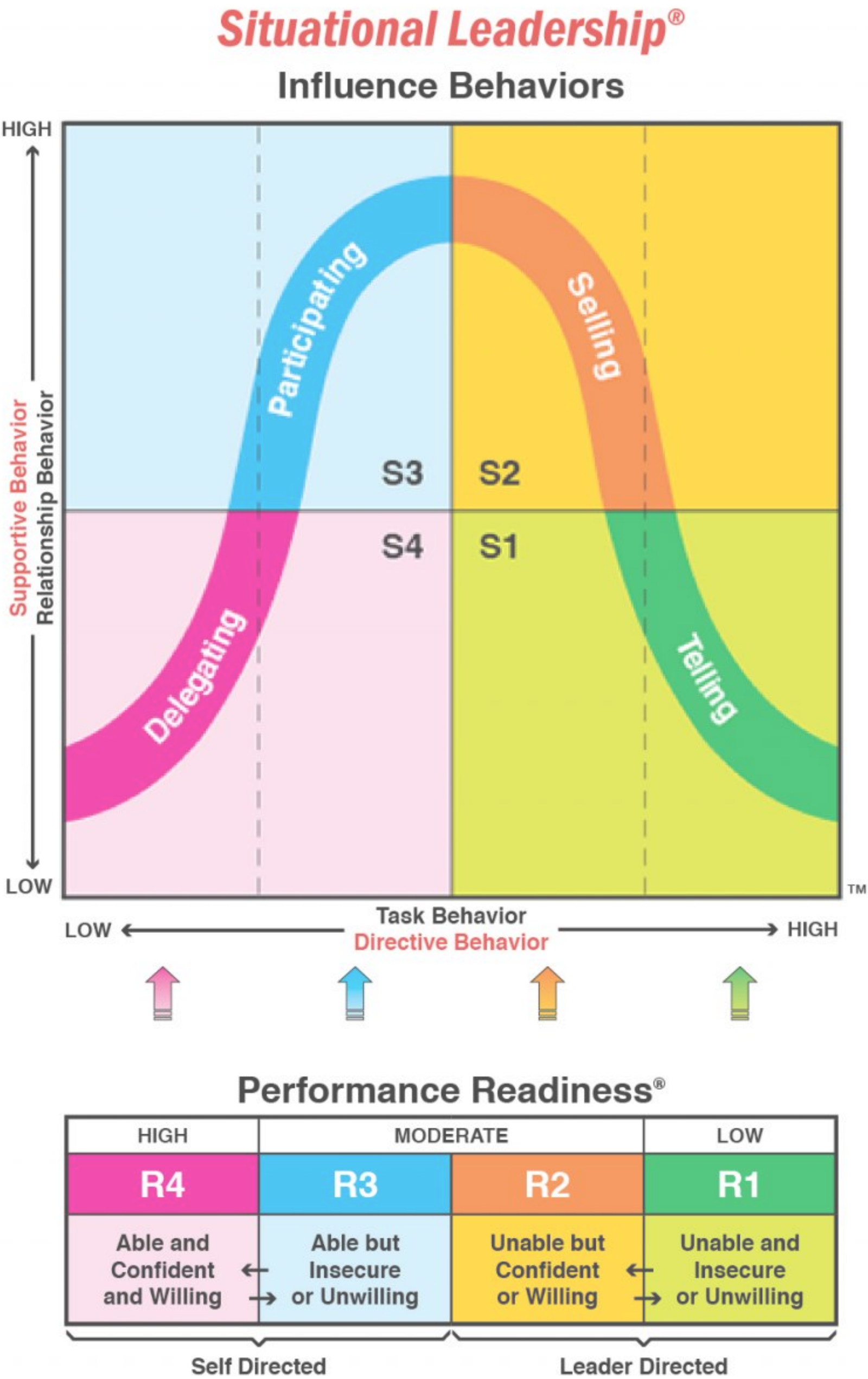
Depending on the ability and willingness of the employee, a specific leadership approach is needed:

Selling - Low competence and high commitment

Telling - Low competence and low commitment

Participating – Competent but low commitment

Delegating - High competence and high commitment



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MANAGING CONFLICTS

- Conflict management is the practice of being able to identify and handle conflicts sensibly and efficiently.
- It is also the process of limiting the aspects of conflicts while increasing the positive aspects of conflict.
- It is aimed to enhance learning and group outcomes including effectiveness or performance in an organisational setting.
- Conflict arises when individual have varied interest and opinions and are not willing to compromise with each other.



(Freepic.com (nd))

- Conflicts and disagreements only lead to negativity and things never reach a conclusion.
- Conflict management plays an important role at workplace to prevent conflicts and for the employees to concentrate on their work.
- The five styles of conflict management strategies which are collaborating, competing, avoiding, accommodating and compromising which are often used in most workplaces.

(Mountain View, 1974)

SUCCESSFUL TEAM DEVELOPMENT

- Effective teamwork is an important aspect of any organisation.
- Everyone within a team must be aware of their roles.
- Communication within the team must be as smooth as possible.
- Teamwork is not about individual achievements but group achieving together.
- Successful or great team is based on clear objectives, clear roles, clear communication, cooperation, and opportunities for personal development.

Strong leadership is needed for an effective team to be successful.

In a successful team everyone knows the expectation and has common goals.

Effective teamwork strategies can help bring groups of people together to work and achieving common goals.



CONCLUSION

Our team have discussed how group of people with the same goal can work effectively .

To conclude all information above, if one task is complete successfully no matter which team it will effect in future tasks .

The team will always want to do better than the previous time. To have a strong team all the members should work super hard and be positive moving towards the same direction.

THANK YOU FOR YOUR TIME

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