

PEOPLE CARE.

Candidates:

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Benefits of team work

AWLA

- Improves work environment
- Less chances of making mistakes
- Helps with work efficiency
- Improves communication skills
- Better ideas



Improves work environment

- The benefits of working in a team is, it can help to get a better understanding of the different rules within the healthcare setting. It helps each team member of the company get involved which can in future, make team members feel important and heard. You can do this by having regular scheduled team meetings updating on changes within the company or any policy or guidelines that have been updated.

Less chance of making a mistake

- Working within a team is necessary because any information about a patient or service user will be shared amongst the members of staff which helps each team member to have a better understanding of the patient's treatment and needs which serves as a cross check on each other's work, therefore reducing the possibilities of making a mistake. For example, mixing medication or giving it at the wrong time.
- If the whole team is aware with everything that goes on in the company and there are regular meetings, there will be a chance for someone to report a problem as soon as and inform whoever needs to know depending on the situation.

Helps with work efficiency

- Sharing out workload with team collages allows for the workload to be shared equally. Teams get results and healthcare related jobs completed much quicker than trying to accomplish it individually. For example, you may have five clients to wash in the morning before they eat breakfast at 9am and you are running late as it is 8am. Asking one or two healthcare members for assistance will help with work efficiency resulting in the service user receiving better care.

Improves communication skills

- 'Teamwork is centred on clear and effective communication'.
- Being able to improve on your communication skills in the healthcare setting is essential for providing quality health care and preventing medical errors. When members of the team communicate effectively within the work setting, patients can get the best care suitable for their individual needs and it can also help service users feel safe and confident in the care they are receiving.

Better ideas

- When members apply different skills or ideas, they are often able to come up with a more effective solution than one person working on the same problem. When a team works well together as a unit, they are able to accomplish more than its individual members can do alone which can lead to a better environment for members of staff and patients and also better healthcare services for service users overall.

Stages of team developemnt

Benah

- According to Tuckman (1965), teams are formed from a group of individuals who were initially 'strangers' to each other. Case in point could be students meeting at University from different countries with different cultures, however, it is necessary for these 'strangers' to form groups with the main objective of completing assignments through group discussions, group work presentations, all which happen through teamwork. Therefore, below are stages of team development according to Psychologist Bruce Tuckman.

Stages of development

- Stage 1: forming
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- Team members are new to each other
 - Goals of the team are defined
 - Rules establishment
 - Anxiousness and excitement
 - Assessing the situation
 - Leader not yet know
 - Generally, at the forming stage, the team is still immature with no clear guidelines and leadership. (Rebecca, N. 2013).

Stage 2: storming

- Classification of roles
 - Conflicts and disagreements over priorities
 - Struggle to lead the team
 - Cliques among the team members
 - Stress and tension
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- Storming stage is also characterized by struggle for leadership and the excitement is worn off causing stress and tension. (David, L. 2016).

Stage 3: Norming

- Acceptance of the leader
- Co-operation
- Trust is established
- Roles set
- Standards set
- Trust
- Consensus
- At this stage, the leader has been accepted and therefore spearheads the process of standard setting under which the team will operate.

Stage 4:performing

- Seriousness
- Delegation
- Self drive and confidence
- Success of performing
- Flexibility among members
- Convenience
- Acceptance of the task
- Team stability and performance is determined by the determination and the leadership style used by the team leaders. (Abudi, 2010).

Stage 5:adjourning

- Self – evaluation
- Questions of what next
- Sadness
- End of engagement
- Fear and anxioouxness about separation
- Adjourning stage is the final stage of team development according to Tuckman, (1965) that is characterized by disengagement of the team.

Team roles

Richard

- Resource investigator
- Team worker
- Coordinator
- Plant
- Monitor-evaluator
- Specialist
- Shaper
- Implementer
- Finisher

Managing conflicts

Tokunbo

- It is a simple disagreement among co-workers which is the biggest dispute in any organisation, that can bring down or mess up the entire organisation if not well handled. This dispute arises when individuals come together in a team, from all walks of life, different cultural backgrounds, ego's, lifestyles, pride and values which practically are so different.

In What Ways do People Conflict (causes)

- y getting angry easily
- Targeting those they dislike
- If they feel like their position is threatened
- Being unnecessarily rude and lack of respect.
- Just enjoy harassing people for fun
- In other to avoid all these which might bring negativity to the team, when any conflict arises, it must be addressed openly and promptly.
- (VARNEY, 1989) METHODS OF MAPPING CONFLICTS

Communication

- This is a factor that causes barriers , in the areas of poor listening skills, inability to share enough information, which may cause different interpretation and perception, and also in nonverbal situation , the necessary clues are being left ignored or sometimes missed out.
- **STRUCTURAL FACTORS:** In this area the structural plan can cause conflicts in a team, especially in the area of participation or responsibility of who is who or who controls what.
- **PERSONAL FACTORS:** Where individuals self esteem is at play, their goals and individual Values.
- **THOMAS K.W. AND KILMAN, R.H. THE – Kilman Conflict mode instrument (mountain view, CA:CPP. INC, 1974).**

HIS METHODS TALKED ABOUT:

- **COMPETITION:** This brings high production and low concerns for the people (high on assertiveness to make people loose).
- **COLLABORATION** – This is more constructive and mutual among the team (it brings higher cooperation and higher assertiveness).
- **COMPROMISE** – This shows moderate concern for both people and production which has collaborative nature
- **AVOIDANCE** – Which has high concern for people and low concern for production. (this is a situation where there is high regards for people, more of letting go to avoid argument to make people happy).

ARE ALL CONFLICTS ARE BAD?

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- Most people view conflicts as negative, but Teams on the other hand needs some conflicts to operate effectively, which could help in the area of problem solving, decision making, motivating one another in any situation needed. This can also help in introducing new ideas, encouraging and bringing out more superior solutions and embracing new bath of standard and quality.

All skills used

- **Limitation-** We must understand that no matter what team, Matters cannot be resolved without respect, willingness to disagree and ability to resolve any disagreement. (Wiess, 1977)
- **Listening-** It is imperative we listen to understand, digest the problems, not all non-verbal gestures which is very vital to accomplish the aim since the emotional issues needs most attention.
- **Acknowledge-** It is possible to acknowledge a person or problem without agreeing. Its is imperative to listen and acknowledge them even if you may not agree but you have shown them compassion.
- **Respond-** After you have listened and acknowledged, it is your turn to be heard in whatever you must suggest be constructive and not judgemental, be ready to take questions as to your decisions or conclusion and have the ability to take correction where mistake arises on your part. Always show empathy
- **Resolve Differences-** Be sure you know what the issues are, the cause of disagreement, then generate different solutions, create a consensus for everyone to agree on.

In Conclusion...

- Conflicts in an organisation is not a bad thing, but the ability to resolve it whenever it arises is key.

Successful team development

Mariah

What is this?

This allows team members to encourage to share ideas, think about and solve problems together. Good teams benefit individual members by offering added support and opportunities for development. A good culture is one in which team members work together, share knowledge, communicate and most importantly support one another. When people feel supported and know that someone has their back they're able to do great things.

Successful teams usually have the following qualities:

Clear communication

- **Communication** is the root of any relationship. The obvious advantage of **clear communications** is that people will easily understand your message. When it comes to trips like this, **clear communication** sets expectations, creates a stronger team and it improves morale.

Why is it important?

The obvious advantage of clear communications is that people will easily understand your message. When it comes to trips like this, clear communication sets expectations, =creating a stronger team

Goal oriented mindset

- means focusing your energy in three major areas: planning and organizing your tasks, completing tasks, and maintaining your (desire to do something).
It means you plan your activities and complete tasks in the pursuit of a clearly state goal or result.
- The most effective teams set, put into use and track goals together to increase producing something and improve working well and getting a lot done.

Shared culture and why it is important

- Since many different kinds of people tend to encourage the ability to create interesting new things/ideas and new inventions with the largest spectrum of experiences and opinions have the possible ability to perform at their best.

Shared culture: Whether it is a company culture or group culture, teams who are united by an amazing mission, ideas or set of values are the ones that are most likely to achieve goals quicker as a unit.

Committing to their roles

- People working in roles based on their strengths and (ability to do things very well) are often have a strong desire to do something).
- This helps a team stay on track and helps things run in order.
- If a team does not commit their roles individually it could cause havock amongst the team.

Diverse perspectives and experience

- Since many different kinds of people tend to encourage ability to create interesting new things and invention of new things, teams with the largest spectrum of experiences and opinions have the possible ability to perform at their best.
Shared culture: Whether it is a company culture or group culture, teams who are united by an amazing/surprising (or: single) mission or set of values are often more (gave a reason to do something).

How to build an effective team

- 1. Set SMART goals created by Peter Drucker (1955)
- Your team can prioritize SMART goals by choosing objectives that are **specific, measurable, achievable**, relevant **and** time-based.
- After implementing these objectives, track progress regularly. Since every member shares the same team-specific metrics, your team can monitor advancement and celebrate accomplishments. Measuring progress with a single metric rather than applying their own definitions of success helps individual team members more accurately understand their progress.

Welcome strong leadership

- To ensure that teams reach their goals, work together smoothly and perform at their best, they need strong leadership. You can demonstrate effective leadership by being committed, accountable and responsible for your work. To be a strong leader, you should also cultivate adaptability, welcome feedback and motivate team members to do their best work.

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