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BMSW4002- Effective Team Working and Communication

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Team Dynamics and Team Working Theories

Introduction

Communication within the workplace is regarded how effective the information flows from the upper level to the employees. Since the employees are responsible for carrying out daily duties, it becomes evident that they are the most vulnerable group that requires the information. This paper will consider the practical application of Tuckman's model and Belbin team role theory regarding Subway. This paper will also evaluate the use of different group dynamics, team working and communication within Subway and how effective the current strategy is.

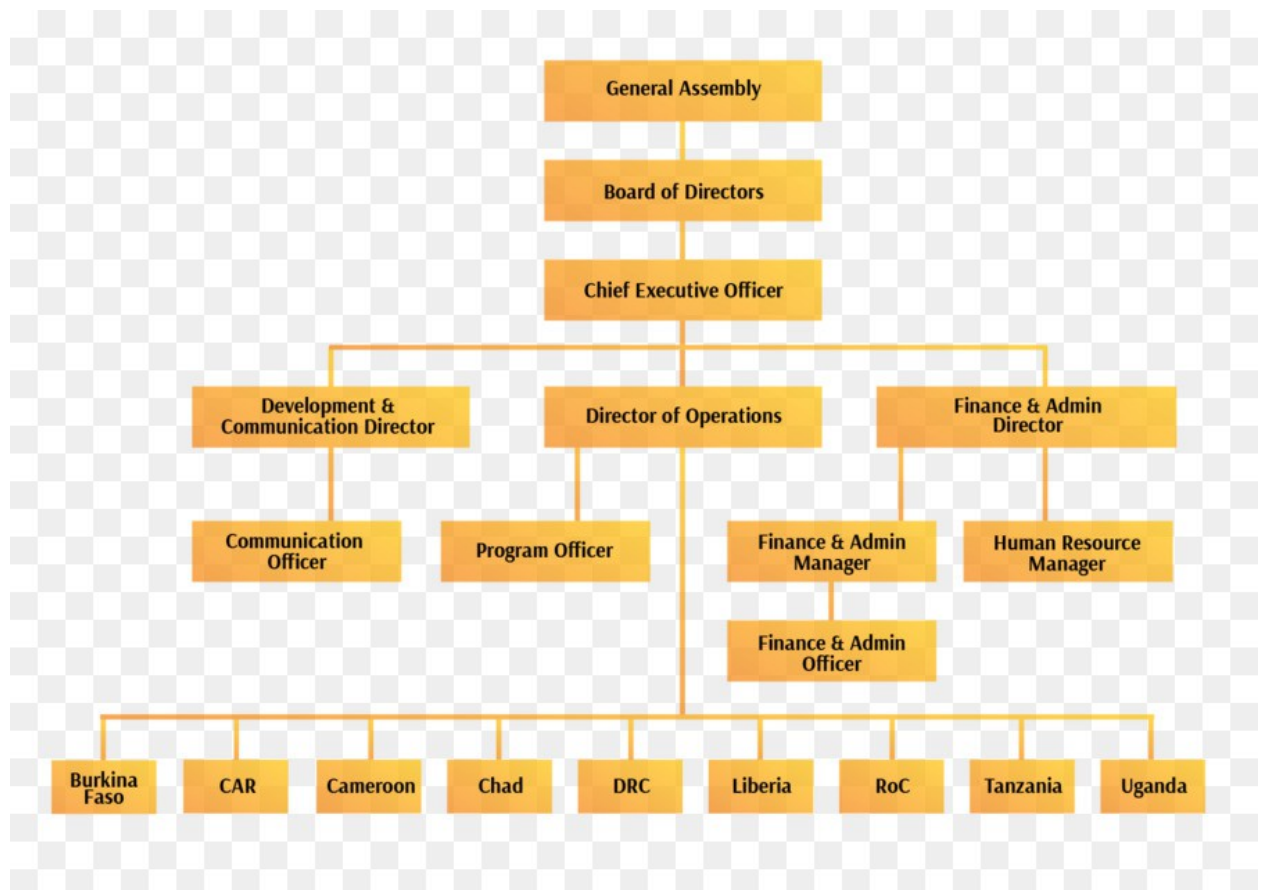


Figure 1: Subway Organisation Structure

Discussion

Subway is an American fast food unit that requires Doctor's Associates, Inc. and operates in 96 stores. Subway was founded by Peter Buck and Fred DeLuca, the first restaurant in Bridgeport, Connecticut, USA in 1965 (Fall et al., 2019). Since then, the unit has grown and operated in 96 countries and manages 34,166 restaurants internationally (subway location). The unit, which focuses primarily on the submarine sandwiches, individual pizzas and mixed vegetable dishes offering, is sold to Yuma. Considered the second largest restaurant in the world in terms of restaurants, Subway currently has “37,000 branches”; and the largest restaurant unit in the world (Kang, 2017) and is owned by Doctor's Associates, Inc. The company also has local jobs in various locations in “Amsterdam, Brisbane, Australia, Beirut, Lebanon, Singapore and India”. It is one of the fastest growing units (Kim and Ramos, 2018).

As mentioned in the introduction, Subway had a difficult start in a fast food restaurant (QSR) in Bridgeport, Connecticut, in the summer of 1965 (Xiao-Jie et al., 2019). Fred Deluca was a young man looking for something. One way his school and Dr. Subside Buck was a man ready to win thousands of dollars in watches and opened the first Subway sandwich shop. Today, this \$1,000 speculation typically equates to “5.7 trillion” transactions and more than “21,000” stores in “75” countries. Subway is the largest existing sandwich franchise (Kim and Ramos, 2018). Like many restaurants, Subway remains a secret no-trade organization. The best way to be part of a subway loan is to join a global franchise program that has created difficulties and special circumstances that support the business.

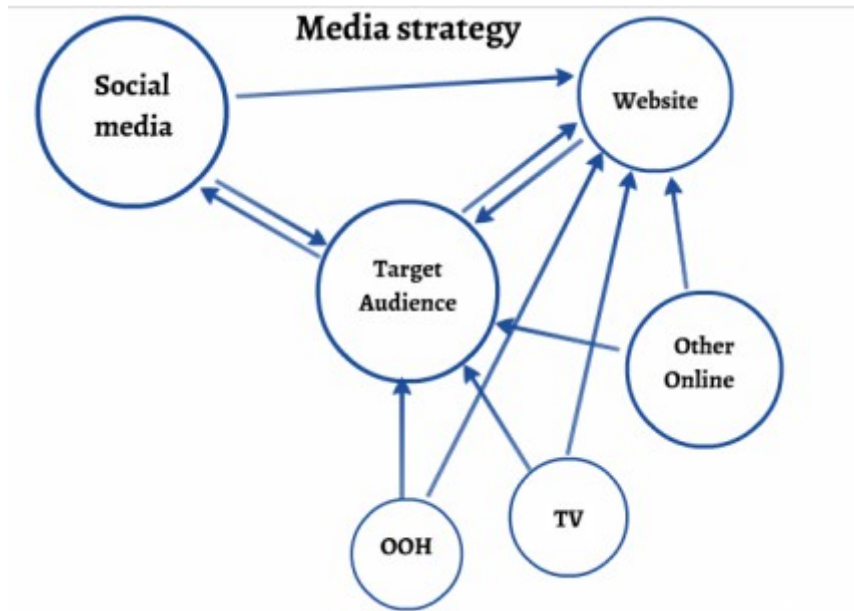


Figure 2: Media Strategy for Subway

Importance of Communication

They reward people who achieve their goals accurately and monitor their various employees to achieve their goals well. Some employees provide dynamic strength. This is a monetary increase in payments or rewards that is generally awarded to the employees. This does not include cash advances, hotel packages, etc. Subway is a remarkable fast-food organisation in the world. Employee confidence is an important skill of managers, managers, and entrepreneurs. When developing inspiration plans, it is important to consider individual contrasts amongst employees and understand that not all inspiration systems work for everyone. Subway is truly respected for waking up its employees. They use different methods to treat inspired employees (Black et al., 2019). Some people are convinced of progress. Representative ideas are collected and concentrated by managers. The main and key configurations are always well connected with the lower level equipment. Some teams are fast and are motivated by monetary incentives (Black et al., 2019).

Communication Theories

Tuckman's Theory of Team Development

Forming Stage

The main phase of the model is forming. At this point, Subway Manager's will try to structure their team by selecting their people of 5 people in each team of this company. Therefore, it is important to place an incredible emphasis on anticipating this step and assuring members that they will enjoy discovering new information that will help them in their useful lives. At this point, members find great confidence in finding adventures that stimulate their learning (Kang, 2017). This practice develops members' relationship skills, quantifies their practices, and strengthens their leadership skills. This allows the company to make decisions. It also encourages them to meet new people in a class they haven't yet met. Education is a fundamental and important step in this model (Kim and Ramos, 2018). This is only because Subway can quickly achieve victory and peer agreement or ask someone who cannot achieve the ideal result of the action. The number of members in each team may vary depending on the size of the team.

Storming

This is the second step in the model. At this point, members meet with the current specialist to find something new (Xiao-Jie et al., 2019). The reason is the nature and unpredictability of the pregnancy. In this situation, the contextual analysis of the current specialist's position exchange depends on the presentation based on manager's idea. Secondly, the sub-study tries to understand how to work together and work with the material (Fall et al., 2019). The concerning part that occurs is related to feelings and behaviours that can lead to conflict. Here, where anger arises, Subway finds individuals who are against it. In this situation, it can also be a process of animation in the stock market. Kang (2017) explained that

“individuals in a group become hostile with each other and an expert or leader to communicate their differences and hinder the development of the collection's structure”. This is useful because Subway is trying to develop it from the beginning. Thirdly, partial studies can lead to understanding and are generally contradictory. Black et al. (2019) called it ice-breaking conversations.

Norming

This is the third step in the model. Here people find methods to connect. Time-saving operators have an important task to do with this effect (Xiao-Jie et al., 2019). Here the managers follow the most persuasive methods to work with everyone, thinking about the best techniques and summarising everything from the organised case (Kim and Ramos, 2018). Here the manager will find that the person in the meeting and any differences that had been developing amongst the team members are disregarded and agreed upon. Currently, there are fewer confrontations and softer thoughts and considerations in Subway. At this point, the people in the group try to know the feelings and recommendations of others.

Performing

This is the fourth step in the model. The collection as a whole is currently tasked with supporting everyone. Here Subway will find the whole meeting as a troubleshooter and with a new cover (Fall et al., 2019). The reason is the fact that a solid structure has been created that depends on the disappearance of individual benefits and the achievement of the main objective. It is usability, adaptability and performance. Everyone's focus is to achieve the desired goal of inclusion and support for all. At this point, people begin an authentic demonstration of the event and try to think of the conditions for success and victory. The authentic work is currently in progress. This is called a “practical relationship to work” (Kim and Ramos, 2018). Here,

members can help each other win and do what needs to be done. Subway would discover that the connection between members in this area is enriched with activities and energy. But Subway will find that members assign two people to a meeting, reinforced by all the people gathered.

Adjourning

This is a developed stage created in the new 1977 Tuckman model (Fall et al., 2019). This is the fifth stage of the model. The main point of this step is the progress of the group. Although the usability level for such an internship is lower at the level, it is still known at the hierarchical level. At this point, it is recommended to congratulate the teams for their results, endurance and hard work. Here Subway has the feeling that it has made overall progress during the meeting. In this situation, the meeting rewards would increase the security (Kang, 2017). With this in mind, an amendment plan is currently being established that suspects that everything is in order and an explanation for the people who gather in the next step. This is important because the understanding of risk is very weak and misunderstood. Thus, the feeling of disappointment and misunderstanding that arises from this phase can be reduced (Fall et al., 2019). This is the next step to achieve the ideal objectives and goals for a company to achieve it. It is mainly used to renovate clubs.

Belbin Team Role

Team roles are an example of leadership that describes the behaviour of one person towards another and controls the development of the team (Fall et al., 2019). This method allows the manager or team operating within Subway to use personal information and change the behaviour described in requests for external circumstances. In a perfect world, a perfect team must have a stable balance between the 9 team roles. The individual role of the team is created using the “Self-Concept Theory”, a study designed to define the preferred way of working in a

team area (Black et al., 2019). This can be supported by considering “eyewitness evidence” that provides free evidence of a manager’s team roles.

As a general rule, it is good for a team to know what team roles we are talking about or with whom the employees are interacting with, and understand the person's supporting roles (Kim and Ramos, 2018). Team roles are generally created and developed and can be changed with understanding and conscious consideration. The team must share its functions to create understanding and allow the fulfilment of common wishes (Black et al., 2019). In the absence of a group role, she currently complements regularly with someone who has not experienced this role as dominant. Strong teams generally have a strong coordinator, director, monitor, and at least one administrator, human resource individual, leader, or an effective production employee (Xiao-Jie et al., 2019). The manager should be an option instead of a coordinator instead of having both. In practice, this is a perfect case from time to time.

Conclusion

Currently, Subway has approximately 30% of the global mobile industry in the general industry and has grown in various markets. Subway reward people who achieve their goals accurately and monitor their various employees to achieve their goals well. Some employees provide dynamic strength. The main and key configurations are always well connected with the lower level equipment. Some people are convinced of progress. Representative ideas are collected and concentrated by managers. Some teams are fast and are motivated by monetary incentives provided by Subway.

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Prepared By:

Communication

- Communication means sending, receiving, or exchanging ideas, data, signals, or messages appropriately
- This complete definition includes skills in non-verbal communication, language and composition. It represents communication goals and mark tasks



Effective Communication

- Sustainable communication should be considered for the leaders of the association, who deliver the essentials, namely planning, organization, management and control.
- All important information should be shared with administrators who need to submit their implementation plans.
- The same organization requires permanent communication with others about the work.



Importance of Communication

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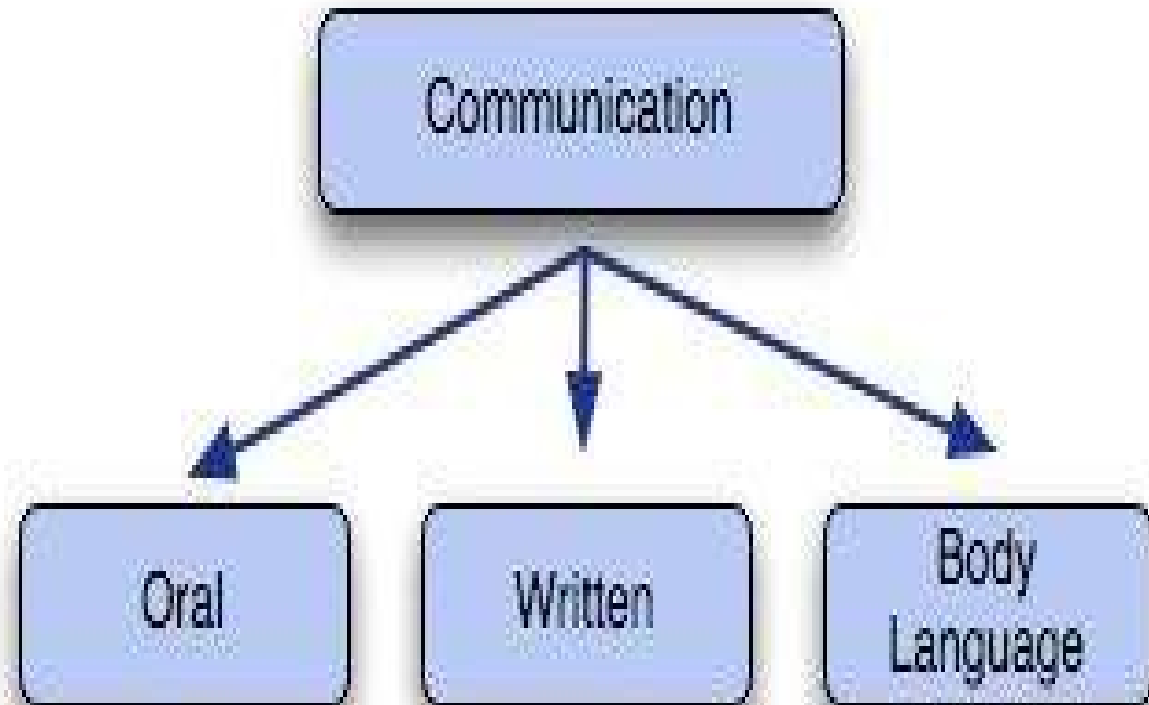


Importance of Effective Communication

- Communication encourages representatives to get inspiration, advice and explanations on how to do it and how to improve their presentation, with the possibility that this is not enough.
- Communication is a source of information for those who have authority over dynamic processes, because it allows managers to identify and investigate each process
- Communication also plays a key role in adjusting personal thinking (Fulk and Connie, 2017).
- A well-educated person prefers a less-educated person.

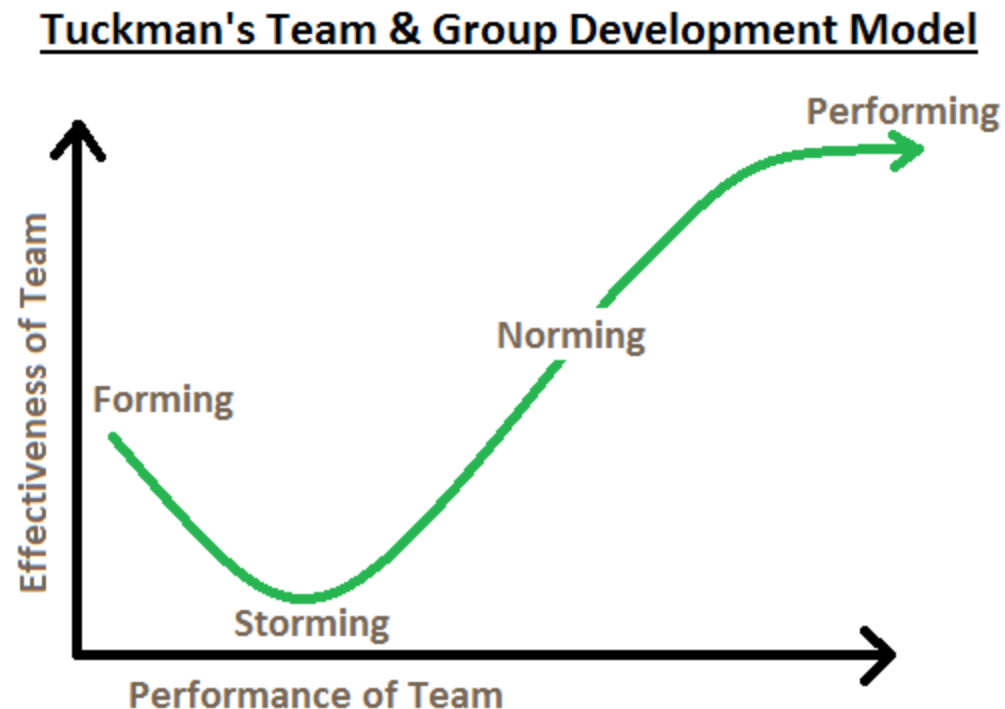
Methods of Communication

- Oral
- Verbal
- Spoken
- Written



Theories of Communication

- Tuckman's Theory of Team Development
 - Forming
 - Storming
 - Norming
 - Performing
 - Adjourning



Theories of Communication

Belbin Team Role

- Team roles are an example of leadership that describes the behaviour of one person towards another and controls the development of the team.
- This method allows the manager or team operating within Samsung to use personal information and change the behaviour described in requests for external circumstances.



Experience at Subway

- My experience at subway had so far been encouraging as I often engage with my colleagues and managers throughout the shift
- I often found some application of Belbin team role and Tuckman's theory of team development in Subway.



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