



Benefits of teamwork

Creativity and learning

When individuals work together, creativity flourishes. Collaborative brainstorming avoids the stale views that often result from solitary effort. By combining the distinct views of each team member, more effective selling solutions are created.

What you've learnt from your unique experiences is completely distinct from what your colleagues have learned. Thus, collaboration optimizes shared knowledge in the workplace and aids in the acquisition of new abilities that you may use throughout your career.

Collaborating on a project fosters a passion for learning that is often lacking in solo work. The ability to share findings with your team energises workers and promotes both individual and team knowledge.



Blends Complementary Strengths

Collaboration enables workers to capitalise on their colleagues' strengths. While you may excel in creative thinking, another colleague may excel at organisation and planning. Do not be afraid to contribute your skills to the squad.

Often, a team works effectively together because its members depend on one another to contribute their unique skills. By watching how these abilities are developed, you may learn how to combine your strengths and form a better team.

Each time you see your colleagues adopt a new strategy to sales, you have an opportunity to modify or enhance your own tactics.

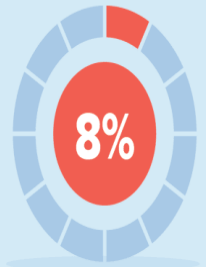


54% of employees say a strong sense of community kept them at a company longer than was in their best interest

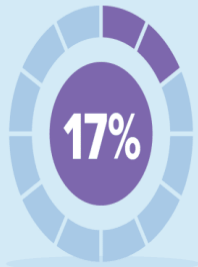
Source: Gusto

Builds trust

TEAMWORK BOOSTS ENGAGEMENT



Of workers say they are fully engaged at work



Of employees that work in teams are engaged



Of team members who trust their leader are engaged



Source: ADP Research Institute (2019).

Reliance on others fosters trust, and cooperation fosters the development of solid connections with colleagues. An successful team loves working together and has a strong connection, despite occasional conflicts. When you invest your confidence in a colleague, you are laying the groundwork for a connection that can withstand small squabbles.

Trusting your colleagues also creates a sense of safety, which enables for new ideas to develop. It encourages workers to open out and support one another. When working in a team, open communication is essential for producing successful solutions in tough group tasks.

Without trust, a team collapses and fails to complete given tasks. Great teams support and strengthen one another in order to form a cohesive group. Employees learn that team victories and losses impact everyone on the team through working together. Teamwork requires trust in each other's unique talents.

Teaches Conflict Resolution Skills



Conflicts inevitably happen when you put together a group of unique people. Employees come from varied backgrounds and have different work styles and habits. While these unique viewpoints create the most successful work, they can also generate resentment that quickly turns into conflict.

When conflict arises in teamwork situations, employees are forced to resolve the conflicts themselves instead of turning to management. Learning conflict resolution first hand is a skill that employees can use to become efficient managers down the road.

STAGES OF TEAM DEVELOPMENT

- Bruce Tuckman was a psychologist who once said that teams go through 5 stages of development In 1965, these 5 stages are Forming, Storming, Norming, Performing and adjourning. The stages start from the time that a group is first formed until the project ends.
- These 5 stages will be used in an example for a Nandos restaurant.



FORMING

- The Nandos restaurant staff have all just met in store and are introducing themselves to each other in a polite and pleasant manner, familiarizing themselves with roles and positions.
- We discuss matters such as individual skills, background and interests. Project goals, timeline, ground rules and individual roles. It is important at this stage for team to start developing relationships and understand what part each of them play.
- This stage is more about the employees rather than the work that they'll be doing so won't be expecting them to be very productive at this point of time.



STORMING

- ▶ At this stage the employees are now beginning to grasp the task at hand. Some of them are a little nervous some are excited, with this they begin to feel more comfortable with each other and the need to be polite likely begins to wear off.



Norming

- ▶ During this stage, the kitchen staff can appreciate the cashiers which take the orders and understand that communication is key to get the customers the right meal and in good time. Everyone is finding their feet in their positions there may be minor differences which can be resolved easily. Storming overlaps with norming as the team experience different scenarios conflicts may still arise.



performing

- ▶ In the performing stage the team are confident in their role's orders are being served cash is being taken and customers are eating chicken with much pleasure. Everyone is singing off the same hymn sheet.



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- ▶ In this case the project doesn't end as we continue to sell tasty chicken for many of years and expand throughout England. Only employee turnover would fall into the adjourning category as employees leave to pursue another career. They will feel a loss as to the relationships they have built over that time.

- TEAM ROLES-BELBIN'S TEAM ROLES

- LEADERSHIP

- NONDO'S



Belbin's team roles model

Thought oriented Roles	Plant	Monitor	Specialist
Action oriented Roles	Shaper	Implementer	Completer Finisher
People Oriented roles	Resource investigator	Team worker	coordinator



Circumstance

Maturity of Leader

Knowledge Skills

Leadership styles

SUPPORTING– Leader participates in decision making , but most decision made by the team

COACHING– Leader is more receptive to input and feedback from subordinates

DELEGATING – Leader provides minimal direction and guidance

DIRECTING - Leader makes all decision without consulting subordinates



maturity

FORMING

STORMING

NORMING

PERFORMING



Importance of Team role

"Talent wins games, but teamwork and intelligence win championships."

Team Role is the ability to work toward a common Vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon result

"Teamwork begins by building trust. And the only way to do that is to overcome our need for invulnerability."

-Successful team development

- INTRODUCTION AND STAGES
- NANDO'S



Professional -proper -team's support



- ▶ Traditionally There is five stages that every team must to complete with success to consider them selves as team and not just a group
- ▶ All the competent teams goes through five stages of development.
- ▶ it's essential, each stage should be supervise constantly by a represent of the organisation and the members of the team.
- ▶ presenting its own challenges. The supervisor or the organization will take specific actions in each stage. To support the team's success

Stages of team development

Forming	Storming	Norming	Performing	Adjourning
Team establishes ground rules Members are treated as strangers	Members still viewing themselves as individuals, they resist control, and show hostility	People feel part of the team The team realise they can achieve goals if they accept other	Finally the team works in a truly and trusting atmosphere where flexibility is the key and hierarchy is of little importance	The team conducts an assessment of the year and implements a plan for transitioning roles and recognizing members contributions



Is really important for the company Nando's takes responsibility to support and supervise each stage and take specific actions

Identify uncooperative members of the team, don't let them to affect the success development of the team.

Help support and reconduct anyone of the member is in struggle, take actions until the problem is affecting the success development of the team is fixed .

Leadership is key

At each stage, the behavior of the leader must adapt to the changing and developing needs of the group. An effective leader, who other members of the team want to follow, is indispensable.

- ▶ Generally, the leader reports to a manager. The manager, as the team sponsor, must understand how to support the team at each stage for it to succeed.



Closing thoughts



The purpose of creating teams is to provide a framework that will increase the ability of employees to participate in planning, problem-solving, and decision making to better serve customers. Increased participation promotes:

- A better understanding of decisions
- More support for and participation in implementation plans
- Increased contribution to problem-solving and decision making
- More ownership of decisions, processes, and changes