

Effective Teamwork and Communication Assessment

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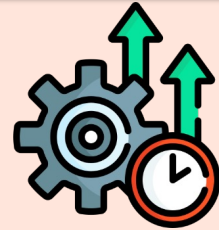
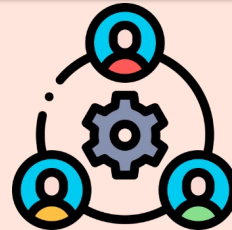
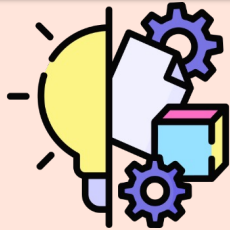
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Lecturer : Ejiro Esowode

- **It boosts productivity:**

- A diverse workplace that emphasises individual talents, originality, and effectiveness will certainly be productive. However, if team members don't recognise and promote this good shift, collaboration won't by itself ensure constant production. You must maintain members motivation if you want to boost loyalty and morale.



- **It improves idea generation:**

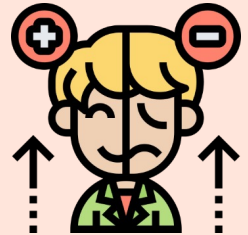
- When your team works together on a project, it raises the enthusiasm in the room. A more positive, free-flowing atmosphere will encourage everyone to take part in the discussion by bringing forward more ideas. Over time, your team members will feel more comfortable with one another and put forward more effort into the idea generation process.

- **It fosters creativity:**

- The ability to be creative is one that companies frequently look for. After all, creativity fosters invention, but this talent is best utilised when you collaborate with others that value original thought. Your members might begin to develop an idea or work toward a workable solution to an issue through cooperation. Collective brainstorming is more productive than individual brainstorming.

- **It expands perspectives:**

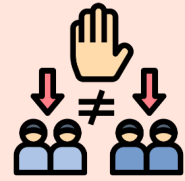
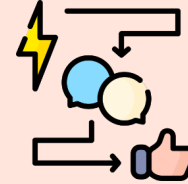
- Teamwork helps expand your horizons through work-appropriate interactions. When you work in a team, you are placed into different situations that offer a new perspective. Through your long discussions together, you'll start to observe the uniqueness of each team member, which may convince you to do things differently. The more you observe your team, the more you'll grow.





- **It advances your career:**

Advancing your career can be facilitated through teamwork. Working together with people at work exposes you to their skill sets, allowing you to grow personally and professionally. It gives you the chance to expand your professional network by forging connections with people who may later present you with bigger and better chances.



- **It teaches conflict resolution skills:**

There are never two identical employees, and polar opposite personalities will clash at work. They might irritate one another since they frequently have dissimilar routines and working methods. However, because a team's members collaborate to achieve a single objective, they learn to settle disputes amicably for the sake of the project and their team. As it improves patient safety, this is particularly crucial in healthcare settings.

✓ How to foster team work in the Workplace

Many leaders wouldn't be able to succeed without strong collaboration. We discovered that creating a space devoted to team development is a fantastic concept, but inspiring your team members through this shift may be challenging without assistance. The following advices from industry experts might help you motivate your staff to collaborate.

- **Clarify roles and responsibilities:**

Make sure that each duty is assigned properly; else, misunderstanding may arise.

- **Define objectives and goals:**

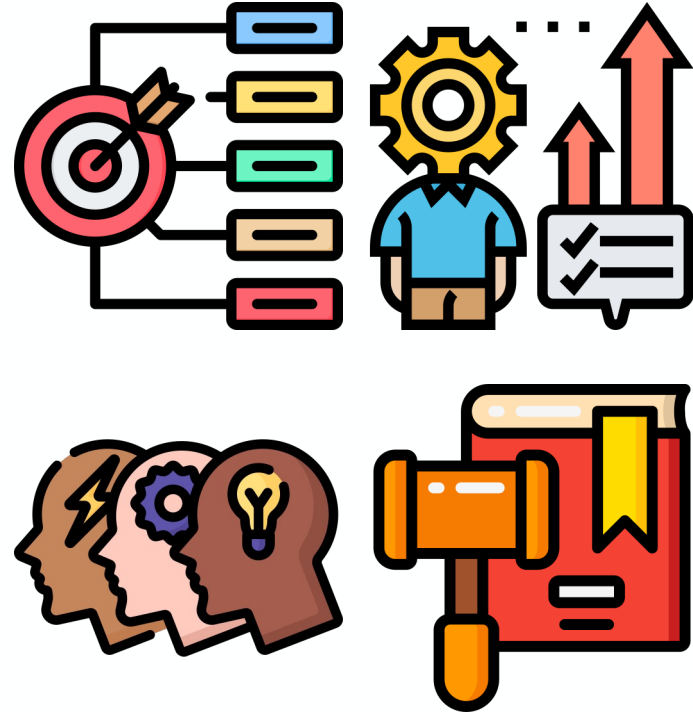
A team that performs well needs a target to work toward.

- **Establish rules early:**

Members of our team should be aware of who to report to, how to carry out particular procedures, and where to file complaints or excused absences.

- **Encourage team thinking:**

Perform performance evaluations and establish standards as team members get comfortable in their jobs and begin to finish tasks.





Conclusion

It might be challenging to foster exceptional cooperation in the workplace, but a skilled leader can change the way their team members work together.

The effectiveness of a teamwork will increase significantly with a cooperative workforce. However, it also makes work much more enjoyable!

Stages of team development

- Tuckman(1965) created the “FORMING,,STORMING, NORMING ,PERFORMING and a decade later added ADJOURNING.
- The leadership model resonates with the Situational Leadership model developed by Hersey and Blanchard.
- The model describe how team members work together.
- Stable place where you can maximaze you abilities.



Fig 0. Tuckman's stages of group development - Wikipedia

Forming and Storming

- FORMING
 - each member of the team focus on the leader.
 - Maintains a courteous and distant relation with other members.
 - Manager boundaries strengths and weaknesses are tested.
- STORMING
 - more concern about impression than the project.
 - Proving the leader their value.
 - Some members become isolated.



Fig 1. 5 Stages of Group Development - Legal PaathShala

Norming and performing

- NORMING
 - difficult to achieve.
 - Big decision can be made and implemented.
 - New ideas turn into reality.
 - Roles and relationships established.
- PERFORMING
 - Team is a powerful engine.
 - Healthy conflict.



Fig2. 5 Stages of Group Development - Legal PaathShala

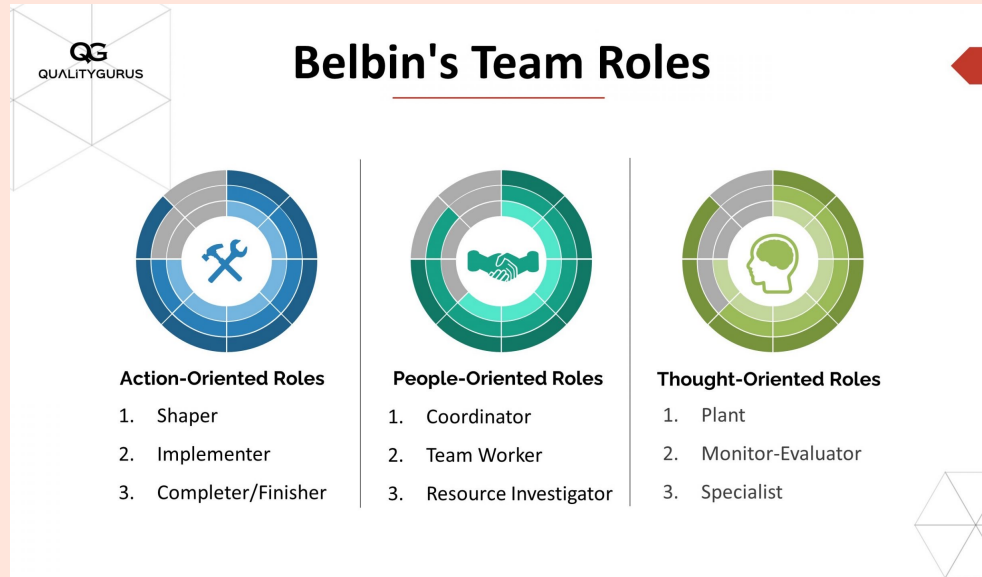
Adjourning.

- Closure to a team when project is done.
- Bonding between members.
- Look at the progress.



Fig 3. 5 Stages of Group Development - Legal PaathShala

Belbin's Team Roles



- Belbin came with Management team work, which is published in 1981
- Nine team roles are divided into three groups:
- Action-Oriented Roles
- People-Oriented Roles
- Thought-Oriented Roles

CATEGORY I: ACTION-ORIENTED ROLES

Shaper

- Encourage the group to get better
- Stimulating others
- Solving problems
- Challenges opportunity

Weakness

- Argue may cause individuals to feel hurt.
- Aggressive



Tuckman's Model:

- ✓ In the Storming Stage: Conflict may affect the work process.
- ✓ Shaper: Make sure that talks produce actual product and results.

Source (Copyright © 2022 HR Cloud®, 2021)

Source (Belbin, n.d.)



CATEGORY II: PEOPLE-ORIENTED ROLES



TEAM WORKERS

- Support people
- Ensure the member of the team work effectively together
- Characteristics: adaptable, tactful, and observant

Their weaknesses:

- Indecisive
- They may hesitate to make choices

In Tuckman's Model:

- In the Performing:
- Pleasure with the effectiveness of the team.
- Group process
- Team Task

Source (Doe, 2016)

CATEGORY III: THOUGHT-ORIENTED ROLES

SPECIALIST

Professional skills and knowledge

Committed, independent, and single-minded.

They offer specialised information and abilities

Allowable weaknesses:

Focus on specific issues and can get caught up in the details

They overstuff you with data



Tuckman`s Model:

Stage of Forming:

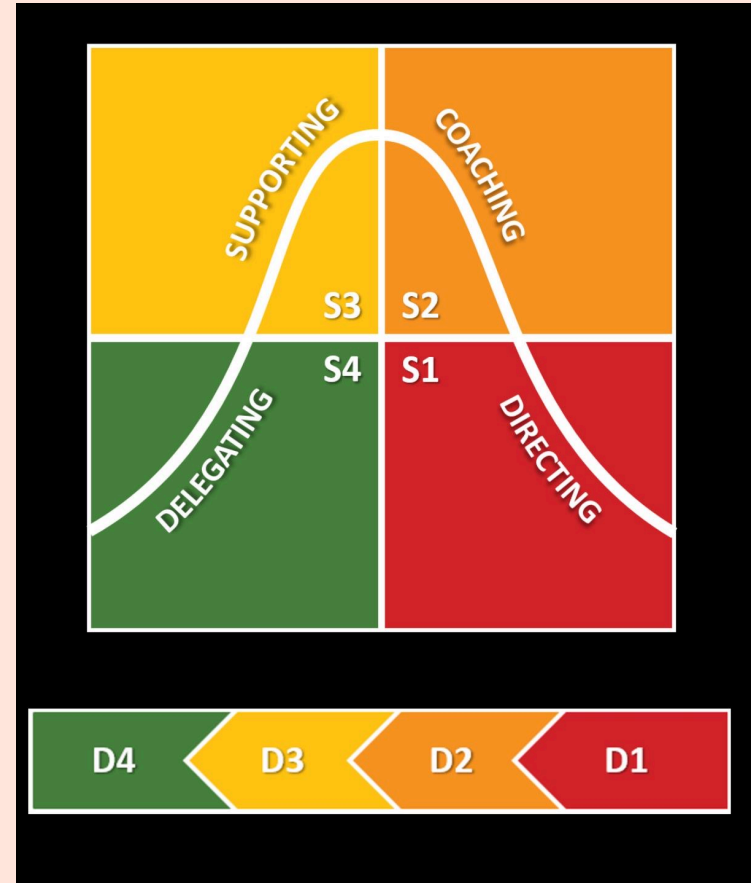
- ❖ Great hopes for the team's performance
- ❖ Raise discussions to a very intense and detailed level right away, which is way too early.

LEADERSHIP ROLES

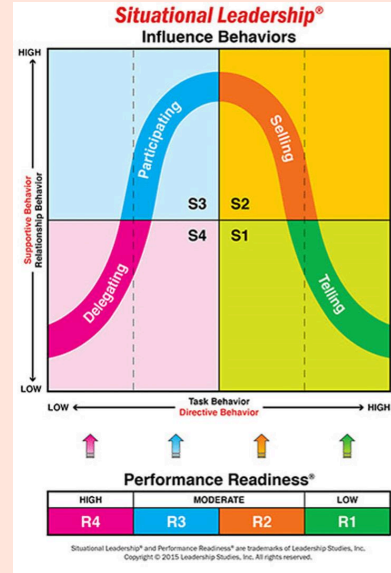
HERSEY & BLANCHARD

- Hersey and Blanchard developed a theory (Hersey and Blanchard Situational Leadership Theory).
- Four leadership styles:

Telling
Selling
Participating
Delegating



- Hersey and Blanchard decided to go separate ways in 1977 to focus on their own agendas.
- Hersey used the word :
‘Readiness (R)’,
‘Telling’,
‘Selling’
‘Participating’.
- Blanchard preferred to use:
‘Development (D)’
‘Directing’,
‘Coaching’
‘Supporting’



- **R1 (D2): Unable and Unwilling (Low Competence and Low Commitment)**
- **R2 (D1): Unable and Willing (Low Competence and High Commitment)**
- **R3 (D3): Able and Unwilling (High Competence and Low Commitment)**
- **R4 (D4): Able and Willing (High Competence and High Commitment)**

LEADERSHIP STYLE

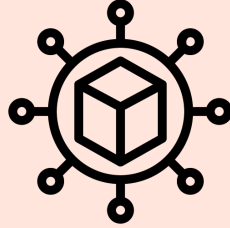
- **S1: Telling (Directing)**
- **S2: Selling (Coaching)**
- **S3: Participating (Supporting)**
- **S4: Delegating**

REFERENCE: <https://www.business-to-you.com/hersey-blanchard-situational-leadership-model/>

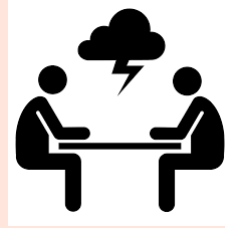
Conflict in Organisation



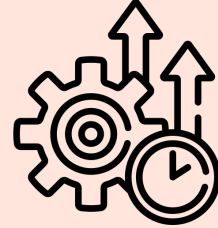
Normal Part Of
Life



Various
Perspectives

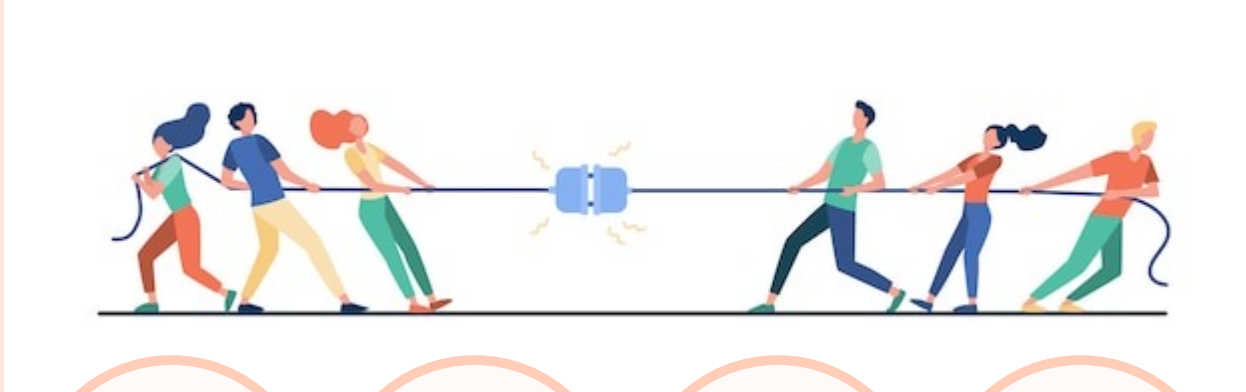


Divergences
Of Opinion



Significant
Impact On
Productivity

How to Manage Conflict



**Define the
problem**

**Come
together and
communicate**

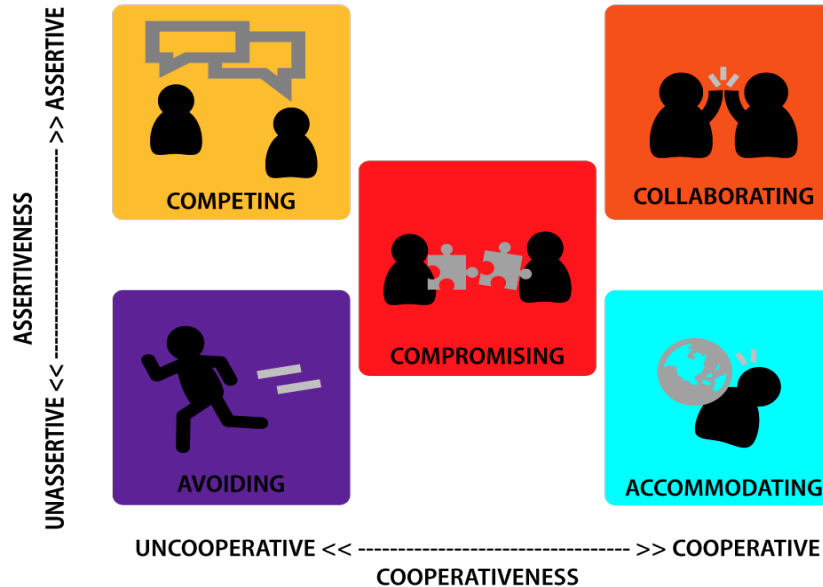
**Establish
relationships**

**Develop an
action plan**

**Gain
commitment**

**Provide
feedback**

Thomas & Kilmann Conflict Model



Competing

- Win - lose power struggle
- Achieving goals of one party without cooperation of the other
- Works well when fast and conclusive action is needed



Thomas & Kilmann Conflict Model

Compromising

- Partial win-lose outcome
- Minimally acceptable to all
- Relationships stays undamaged



Collaborating

- Win-win outcome
- Cooperating between two parties
- Widen number of possible options



Thomas & Kilmann Conflict Model

Avoiding

- Lose-lose result
- Keeping neutrality
- Pulling back of situation



Accommodating

- Lose-win result
- Maintains harmony within the team
- Accept the other party solution



Managing Conflict

All the above methods of managing conflicts will work only, when there is a respect from both sides and mutual desire to disagree and resolve the conflict.

Each team member must:

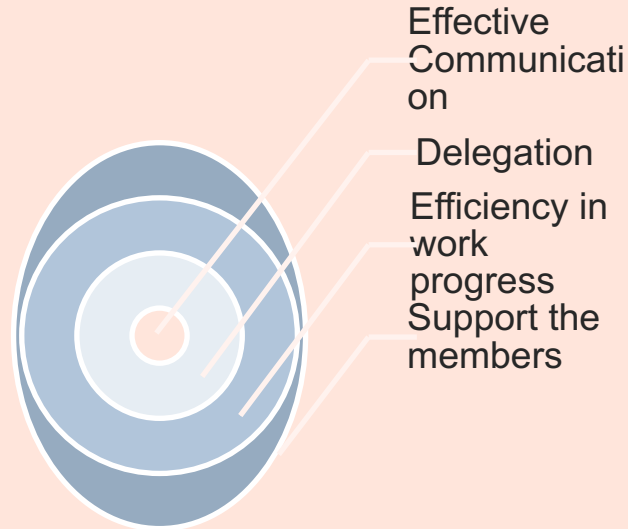
- Listen
- Acknowledge
- Respond
- Resolve differences



(<https://moodle.uwtsd.ac.uk/course/view.php?id=7030§ion=24>,)

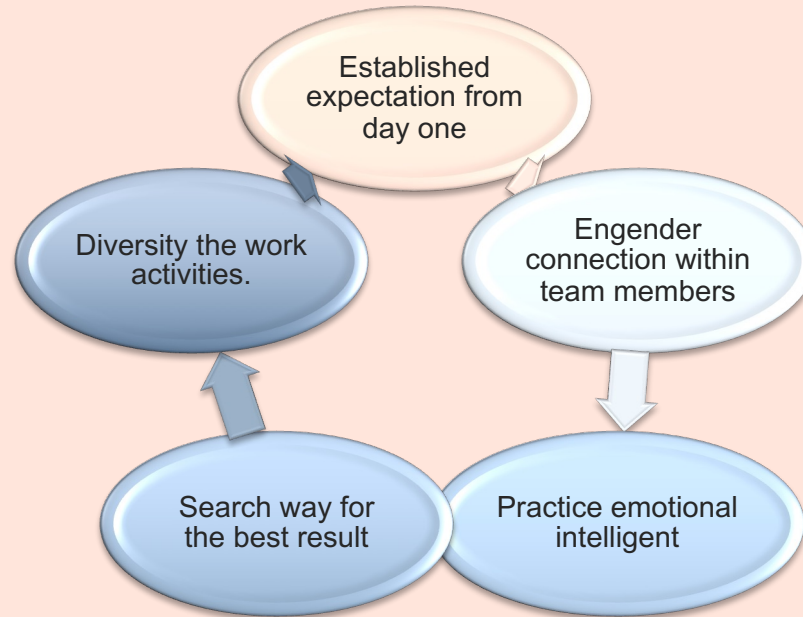
image source (<https://mgrush.com>)

- Successful Team Development- A process of building a team that achieves a business goal on time.

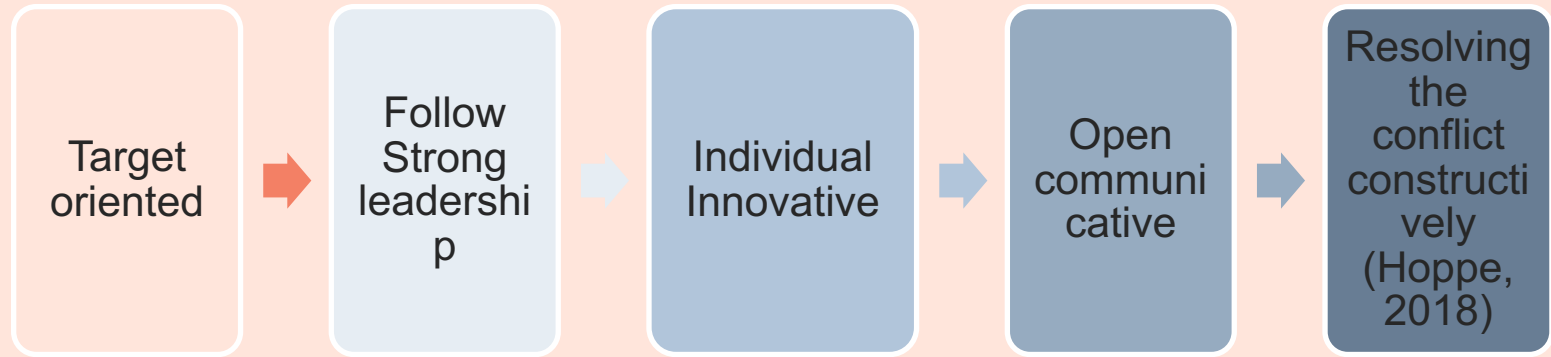


Source: (Woodcock, 2017)

Process of building Successful Team



The Responsibilities of individuals for team development



Source: (Cook, 2009)

Steps to Building an Effective Team

Consider each employee's ideas

Be clear when communicating

Delegate problem-solving tasks to the team

Encourage team members to share information

Source: (University of Berkeley California 2018)

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