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EFFECTIVE TEAM WORKING & COMMUNICATION
TERM 2

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Introduction

- Every organization involves the active participation of teams and employees.
- Teamwork enables the proper execution of the organization's processes.
- This participation involves a team leader and prompt members of the team.
- Teamwork is necessary for the employees to develop emotional bonds with their colleagues and to build productivity

Teamwork and Organizations

- The teams must be efficient in terms of productivity as well as in communicating among themselves.
- Teamwork will be successful as desired when a healthy bond among the team members as well as the leaders is established.
- Teamwork ensures better utilization of time and resources to their full potential
- Teamwork can be best defined as the collaborative participation of different skilled individuals.



Efficiency factors involved in teamwork

- Teamwork can be effective and profitable to the organization when the team members have clear goals.
- Keeping respect for other members as well as being good listeners to the leaders for collective productivity
- Organizations providing consultancy services must prioritize teamwork management systems (Dinh and Salas, 2017).



Importance of developing teams

- When the jobs are done as a team in an organization, designated roles and responsibilities are accepted by the team members.
- Since every decision and activity is done by group agreement, team trust is developed (Johnsson, 2016).
- Teams in consultancy services must be very efficient and members must know their roles and responsibilities.



Hersey and Blanchard Situational Leadership Theory

- Developed by two Americans 1969 Hersey & Blanchard
 - They developed while they were working in a book management of organization behavioral
 - 1969 life circle theory of leadership early 70's the theory renamed situational leadership theory
 - It is about leadership, not management and person called leader, not a manager.
 - The purpose is to choose a leadership style matching employees need to achieve a certain goal
 - It contains four leadership styles which the leadership must choose one.
- 1) Coaching style: High directive and high supportive behavior
 - 2) Supporting : High supportive and low directive behavior
 - 3) Delegating: Low supportive and low directive behavior
 - 4) Directing: High directive and low Supportive Behavior

Conflicts arising in teamwork scenario

- Due to the different ideologies and perspectives of the team members, various conflicts may arise.
- The team must discuss and identify issues in the team and resolve to improve team dynamics and performance (Drussell, 2012)
- These conflicts become a matter of concern as they may lead to the deterioration of overall performance from the group (Da Silva, *et al.*, 2020).
- The conflicts need to be addressed properly for a quick resolution so that the processes resume without any loss.



Ways of managing conflict

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- Talking to people in the group helps to manage conflicts
- Conflicts can be handled when members are listened to carefully (Tjosvold, *et al.*, 2019)
- Prioritizing the conflict areas is a significant process
- Each conflict should be dealt with a developed plan
- The plan prepared should be followed properly for succeeding



Principles of team effectiveness

- Team effectiveness is successful with 5 broad elements
- These elements include positive interdependence, individual accountability, group processing, communication skills, and primitive interaction
- Proper measurement of goals that need to be accomplished should be set
- Developing a successful team requires beforehand planning (Bouranta, *et al.*, 2019)
- Team goals should be serious

Skills important for the development of the team

- Creative learning and thinking is prioritized in the field of consultancy service
- Problem-solving procedures and skills are important in the service industry
- Time management helps in preparing consultancy projects
- Consultancy service requires collaboration (Dong, *et al.*, 2017).
- Preparing team reports is essential



Conclusion

- The company's performance depends on the teams working for the goals designed.
- The productivity of individuals will boost up with an efficient team and will also help the company save time and resources.
- Conflicts that arise in the teams must not be avoided as they are sensitive issues. Employee must have trust and comfort while working

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- Term 2 Week 4 Effective Teamworking And Communication -Video link – Hersy and Blanchard (20 mins. Approx) - Moodle