

EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW4002



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BENEFITS OF TEAM WORKING

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INTRODUCTION

- Team Working is the process of working collaboratively and together in a group to achieve common objectives and goals.
- Good teamwork occurs when two or more people work together to create or produce something.
- The members of a group are happy to share their ideas and brainstorm.
- There are various types of teams such as functional teams, cross-functional teams, self-managed teams, and project teams that are effective for any organisation.



IMPORTANCE OF TEAM WORKING

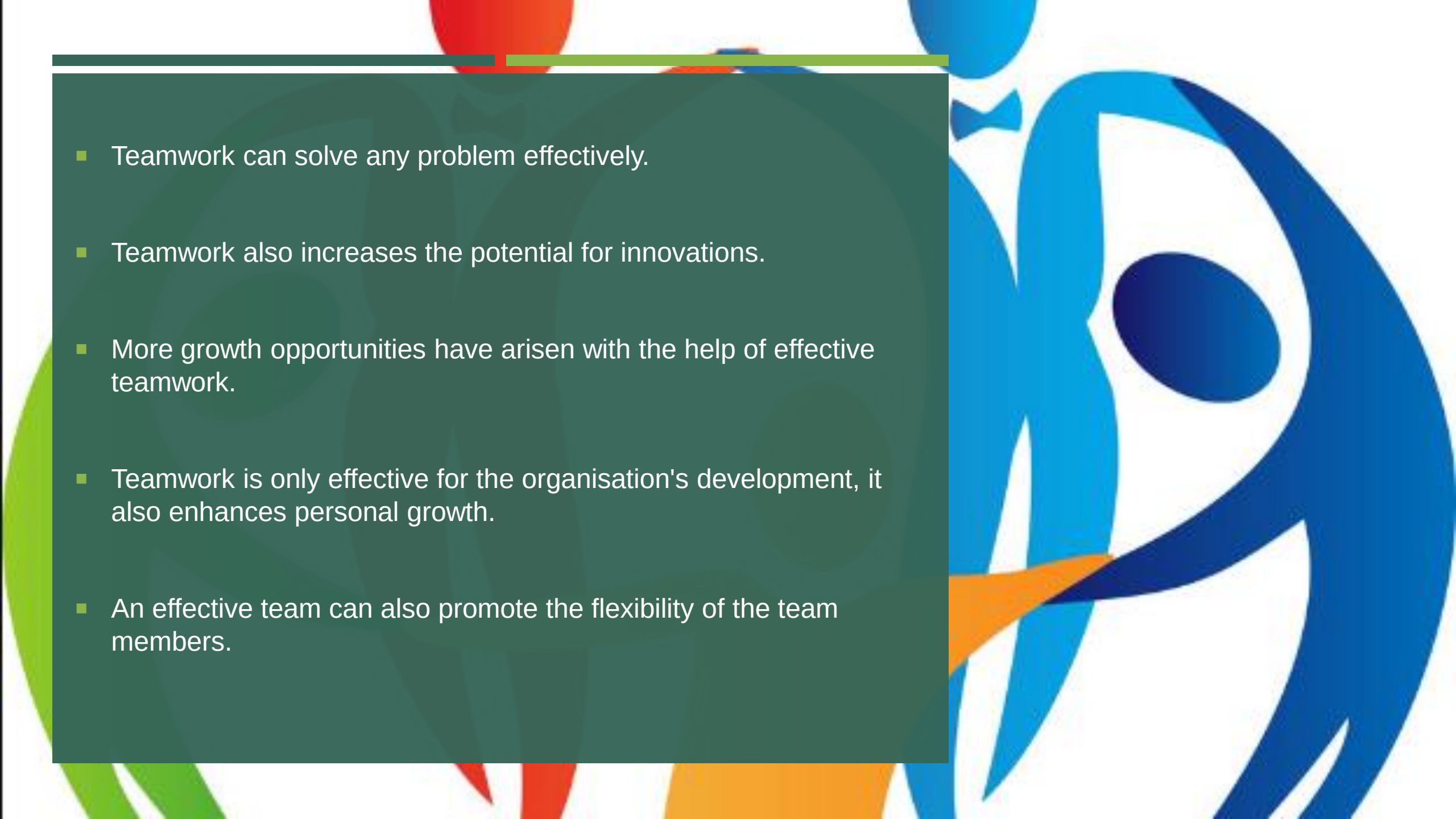


- Creating a diverse team is an essential part of an organisation as it promotes problem-solving synergy (Apoorva, 2019).
- Lack of effective communication hampers the work of an organisation and increases the time to complete the tasks.
- Teamwork is an essential part of effective communication within an organisation.
- Teamwork increases the speed of work-flow by developing the relations between team members (RingCentral, 2020).
- Every member of a team gets a chance to learn from one another when they work together as a team within an organisation.

PRACTICES OF BUILDING EFFECTIVE TEAMWORK

- Communication skills are essential skills to make an effective team for an organisation.
- Proper management of time is also important for managing time properly which increases the productivity rate of an organisation (Bui *et al.*, 2019).
- Problem-solving is another great skill of a member of a team which can develop the team by solving all the arising problems.
- Active listening of every individual makes the team better.
- Effective leaders also are a requirement to build an effective team within an organisation.
- Working collaboratively can increase the collaboration skills of the team member (RingCentral, 2020).
- Critical thinking is the ability to analyse all the objectives and evaluation of a problem.



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- Teamwork can solve any problem effectively.
 - Teamwork also increases the potential for innovations.
 - More growth opportunities have arisen with the help of effective teamwork.
 - Teamwork is only effective for the organisation's development, it also enhances personal growth.
 - An effective team can also promote the flexibility of the team members.



STAGES OF TEAM DEVELOPMENT

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FORMING



This is the first stage of team development when the team members first meet each other.

Forming is the stage when the members rely on safety, known behavior and looking for instructions from the team leader.

To move to the next stage, each member must give up the comfort of safe subjects and risk conflict.

STORMING

- As Tuckman described, the storm is characterized by competition and conflict in personal relationships.
- The team members need to yield more and shape their feelings, ideas, attitudes and beliefs to fit the group's organization.
- The team leaders need to help the team members in this stage by having a plan to manage the conflict and make communication easier.



NORMING



IN THIS STAGE THE TEAM MEMBERS FIGURED IT OUT HOW TO WORK TOGETHER.



THE MOST IMPORTANT FUNCTION AT THE TASK LEVEL IS THE FLOW OF INFORMATION BETWEEN GROUP MEMBERS.



THE TEAM MEMBERS START TO SHARE FEELINGS, IDEAS, ASK FOR AND GIVE FEEDBACK.

PERFORMING



- At this stage it is easy to work individually, in subgroups or with the whole group.
- Members have become confident.
- Members focus on both tasks and personal relationships.
- The group is united, its identity is complete and the level of loyalty is high.

➔ Adjourning stage



- The final stage described by Tuckman, Conclusion, means that the project is finished and final tasks are completed.
- A planned closure usually includes acknowledging participation, achievement, and the opportunity for members to say goodbye personally.

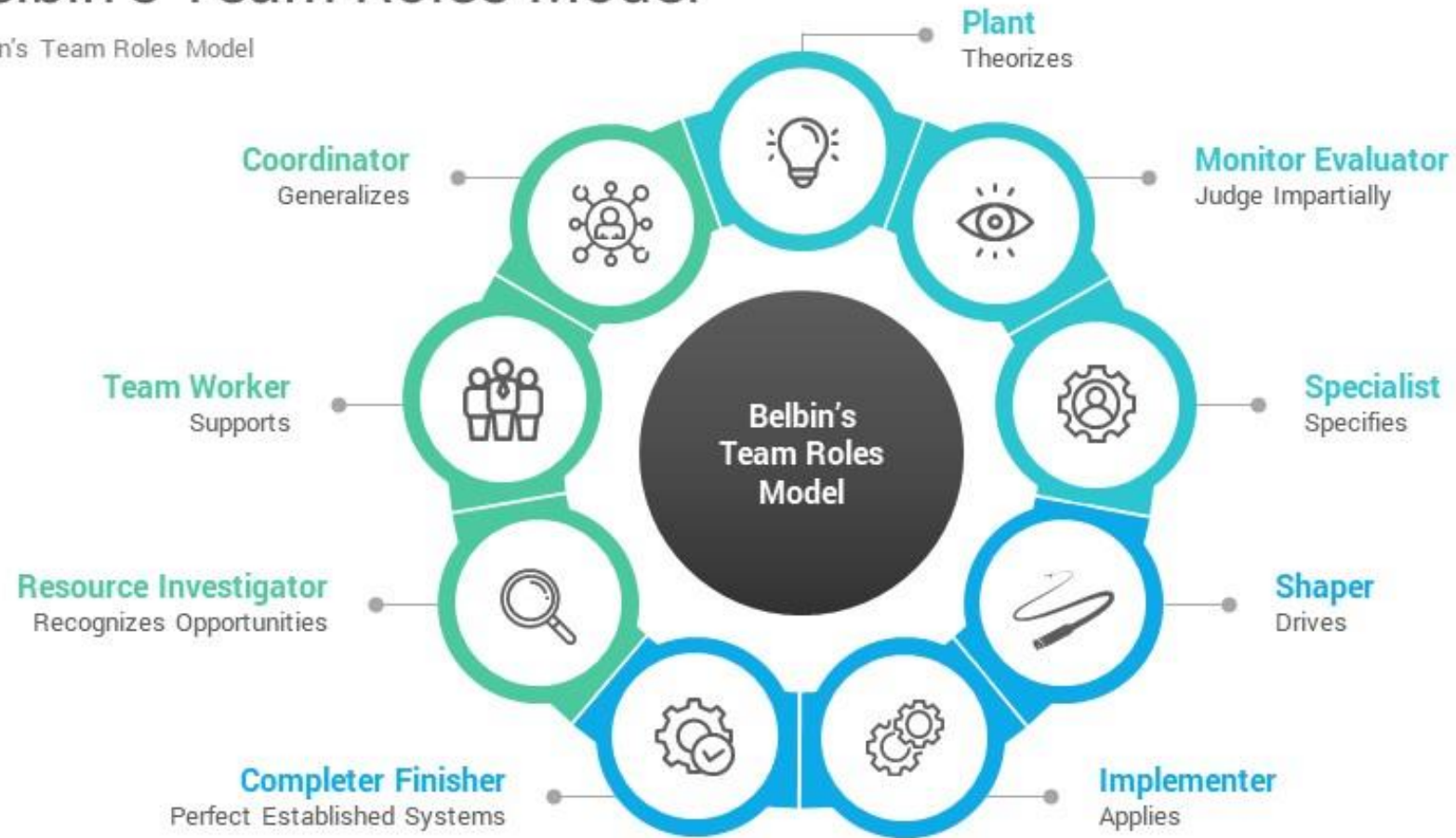
A group of people are gathered around a table in a meeting. One person is pointing at a document with a black marker. The table is covered with various items: a silver laptop, several sheets of paper with charts and graphs, a color calibration chart, and numerous colorful sticky notes. Some sticky notes have handwritten text like 'Design', 'Marketing', 'Finance', and 'BPA'. A green mug is also visible on the table. The background is slightly blurred, showing more people and office furniture.

TEAM ROLES

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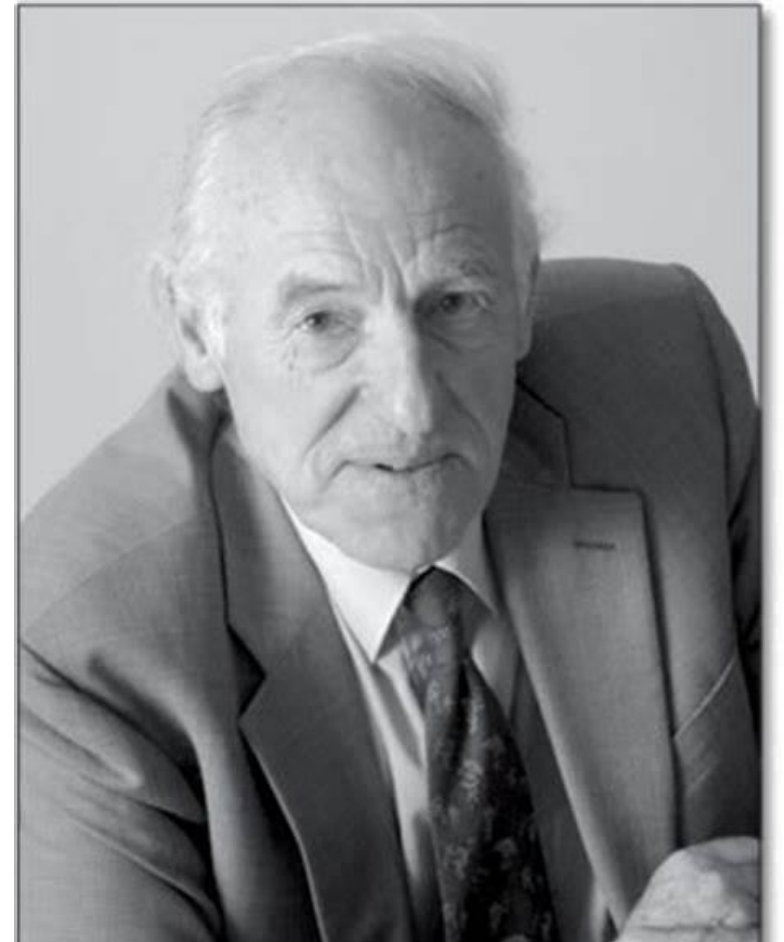
Belbin's Team Roles Model

Belbin's Team Roles Model



DR. MEREDITH BELBIN

- A BELBIN 'TEAM ROLE ' IS ONE OF NINE CLUSTERS OF BEHAVIORAL ATTRIBUTES IDENTIFIED BY DR. MEREDITH BELBIN'S RESEARCH IN 1981.
- THE TYPES OF BEHAVIOR IN WHICH PEOPLE ENGAGE ARE INFINITE. BUT THE RANGE OF USEFUL BEHAVIORS, WHICH MAKE AN EFFECTIVE CONTRIBUTION TO TEAM PERFORMANCE, IS FINITE.



BELBIN'S 9 TEAM ROLES

COORDINATOR	ESTABLISHES ROLES / WORK BOUNDARIES ACORDING TO INDIVIDUALS ABILITIES.
PLANT	MOST IMAGINATIVE AND INTELIGENT MEMBER OF THE TEAM
RESOURCE INVESTIGATOR	SOCIABLE, POSITIVE AND ENTHUSIASTIC.
SHAPER	SEEKS TO CONVERT IDEAS INTO DECISIONS AND ACTION
IMPLANTER	THE PRACTICAL ORGANISER, CONCERNED WITH WHAT IS FEASIBLE
MONITOR / EVALUATOR	MEASURED, DISSPASONATE, ANALYSIS IS HIS / HER FORTE.
TEAM WORKER	LIKEABLE, POPULAR, UNASSERTIVE: THE CEMENT OF THE TEAM
COMPLETER / FINISHER	CHECK EVERY DETAIL, THIS OBSESSION BEING AN EXPRESSION OF ANXIETY
SPECIALIST	YOU CAN DELEGATE ANYTHING THE PERSON IS ABLE TO DO EVERYTHING.

LEADERSHIP ROLE



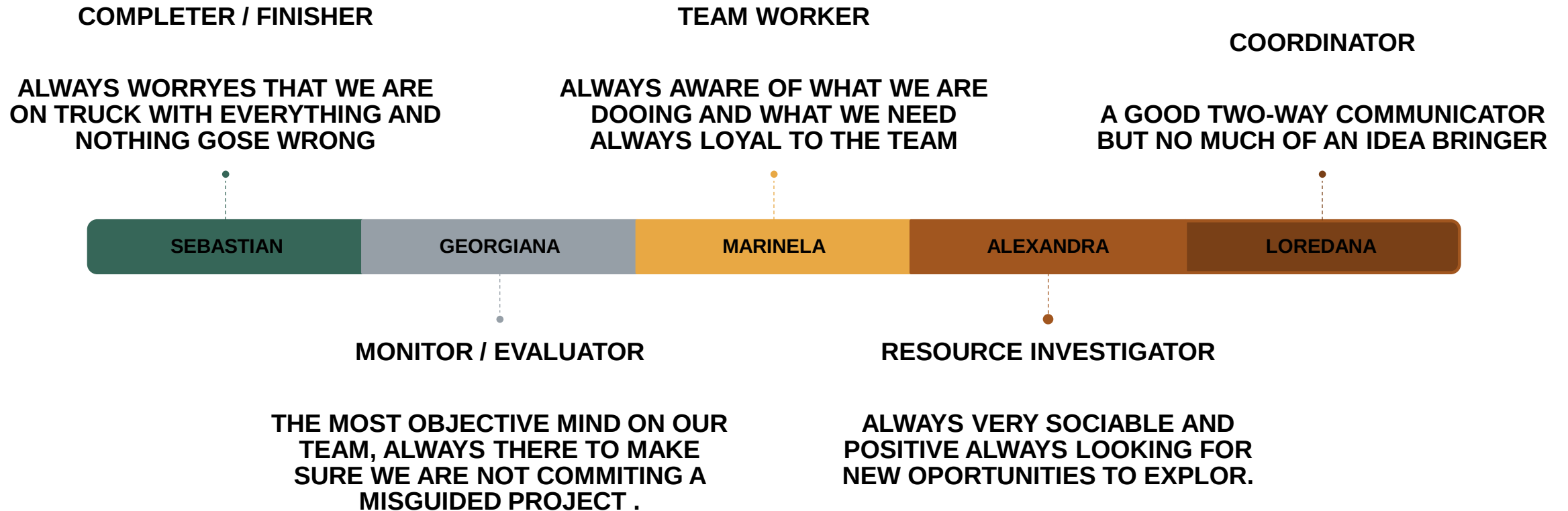
- BELBIN AND TUCKMAN

THE MAIN DIFFERENCE BETWEEN TUCKMAN'S THEORY AND BELBIN'S THEORY IS THAT BELBIN FOCUSES ON INDIVIDUALS WHEREAS TUCKMAN FOCUSES ON GROUPS.

- DEVELOPMENT LEVELS

BLANCHARD'S SITUATIONAL LEADERSHIP II MODEL USES THE TERMS 'COMPETENCE' (ABILITY, KNOWLEDGE AND SKILL) AND 'COMMITMENT' (CONFIDENCE AND MOTIVATION)

TEAM ROLES





MANAGING CONFLICT

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- Conflicts are almost inevitable in any field, in any office where more than one person works. Ideally, we prevent them, but even those who approach this tactic cannot do so in 100% of cases.



ADVANTAGES OF TEAMWORKS



Equal appreciation of all team members

Controlling emotions

The roles of each member are well defined

Make better use of each member's resources

DISADVANTAGES OF TEAMWORKS



Reduced feeling of personal satisfaction at the end of the project

Collective dissatisfaction

Different visions

Fear of conflict and involvement

THE BEHAVIORAL STYLE OF ANY PERSON IN A CONFLICT IS DETERMINED BY:

A measure of
self-interest

Activity or
passivity of
actions

A measure to
satisfy the
interests of the
other parts

Individual or
joint actions

FIVE POSSIBLE STRATEGIES THAT CAN BE USED TO RESOLVE CONFLICTS

Competitive

Collaboration

Compromise

Accommodation

Avoidance

PROBLEM SOLVING THROUGH TEAM MANAGEMENT



- Building trust among team members
- Evaluations where members aim to do better by modifying mistakes
- Team building activities are a series of simple exercises that involve teamwork and communication
- Drawing backwards is a team building activity in which two members of a team sit back to back
- The human node is a team building activity in which team members sit in a circle and grab the hands of other participants

- Resolving conflicts between employees is a difficult task, but necessary for the well-being of the company and for a harmonious overall atmosphere at work.



An overhead photograph of a diverse group of people sitting around a white table. They are interacting with several large, colorful gears (blue, orange, green, black, and grey) that are placed on the table. The gears are of various sizes, with the largest orange gear in the center. The people are dressed in business casual attire. A yellow horizontal bar is visible at the top of the image.

SUCCESSFUL TEAM DEVELOPMENT

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- A successful team is a team that works well together to accomplish a goal quickly and easily.
- Building a successful team begins with understanding how leadership affects the behaviour of the team and the outcome of the project.
- To build a successful team, consider what you can do as a manager to improve your team's performance.



SKILLS NEEDED AS A TEAMLEADER



- Positive attitude
- Integrity
- Effective communication skills
- Efficient problem solving skills
- Team worker
- Be able and having the knowledge to do changes
- Always celebrate the success

COMMON GOALS

To succeed, the team leader and his staff needs to have the same motivation and goals, such as:

Respect the rules

Prioritize what is best for the
“company”

Be a hardworker

Help each other to get stronger

CONCLUSION



Effective team management



Successful team work



Successful organization

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