

Effective Team Work and Communication

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Benefits of team working

- 1 Increase the productivity and innovation
- 2 Improves communication skills
- 3 Increase Skill and Knowledge
- 4 Develop strong relationship
- 5 Increase Skill and Knowledge
- 6 Increase the moral



Increase the productivity and Innovation

- When the work is shared by the team, tasks are completed faster with a result in increase of productivity.
- Working in a team means work more creatively, brainstorming ideas for each other and finding a solution to problems.



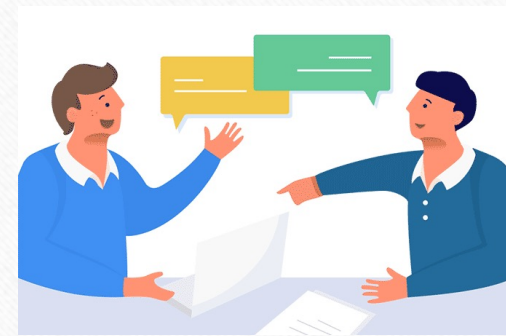
Develop strong relationship

- Building close relationships with colleagues helps team members communicate more freely and effectively.
- Members motivate and encourage each other to work with their strengths and develop new ones.
- Being part of a team builds trust and strong bonds, creating a work environment



Improves communication skills

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- Improved communication skills acquired through working in a team facilitate conflict resolution.



Increase Skill and Knowledge

- Team members share information as they work, resulting in all team members having more knowledge and skills.



Increase the moral

- The teamwork makes team members feel more accomplished when they complete a task. Their self-esteem increases when they perceive the sense of belonging and recognition when a task is accomplished.



Stages of Team Development

According to Bruce Tuckman's model (1977), there are 5 stages:

- Forming stage.
- Storming stage.
- Norming stage.
- Performing stage.
- Adjourning stage.

Importance of Team Development.

To ensure success of a team, it is important to seek and reach full potential of each member, not only with the purpose of team growth, but also so individually, each of them can get to know themselves better, to polish and enhance their own abilities and gain a personal benefit; which, in a long-term basis, will bring a bigger positive impact for the whole team.

[Simplilearn (2020)]

How to identify an ineffective team development.

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- The team does not communicate properly.
 - The responsibilities are not clearly distributed.
 - The members work by themselves.
 - They do not take responsibility for their mistakes.
 - There is a lack of support between members of the team.
 - Members frequently absent, resting importance to others' responsibilities and timelines, giving extra work to their colleagues.

Requirements for a good Team Development.

It is very important that there is a good management so the team can succeed in this process. Whoever is in charge, must closely follow each stage so this can be properly achieved. If mistakes are quickly identified, they can be corrected in time so the process can maintain its track and obtain the desired results.

(Ishrat) Team roles

- 1. Coordinator: Presides over the team and coordinates efforts to meet the target.
- 2. Implementer: The practical organizer who turns decision into defined and manageable tasks that actually get on it,

Team roles

- 3.Plant: The ideas person, who is most imaginative and intelligent member of the team. But also who approach to a new problem.
- 4. Monitor: Monitor is the most object minded in the team. A monitor always guide the team in right way and prevents from being misguided.

Team roles

- 5. Resource Investigator (RI): Resource Investigator always goes outside the group and brings information, ideas etc.
- 6. Team worker (TW): He is the most aware of individual's needs and the most active internal communicator.

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- 7. Shaper (SH): He is the task leader. If there is no coordinator present the shaper will always lead the group and give shape to the application of the team's efforts.
 - 8. Completer/ Finisher (CF): A finisher always worries about what might go wrong. He checks every detail of work but often this obsession introduces with expression of anxiety.

Managing conflict (Fabio)



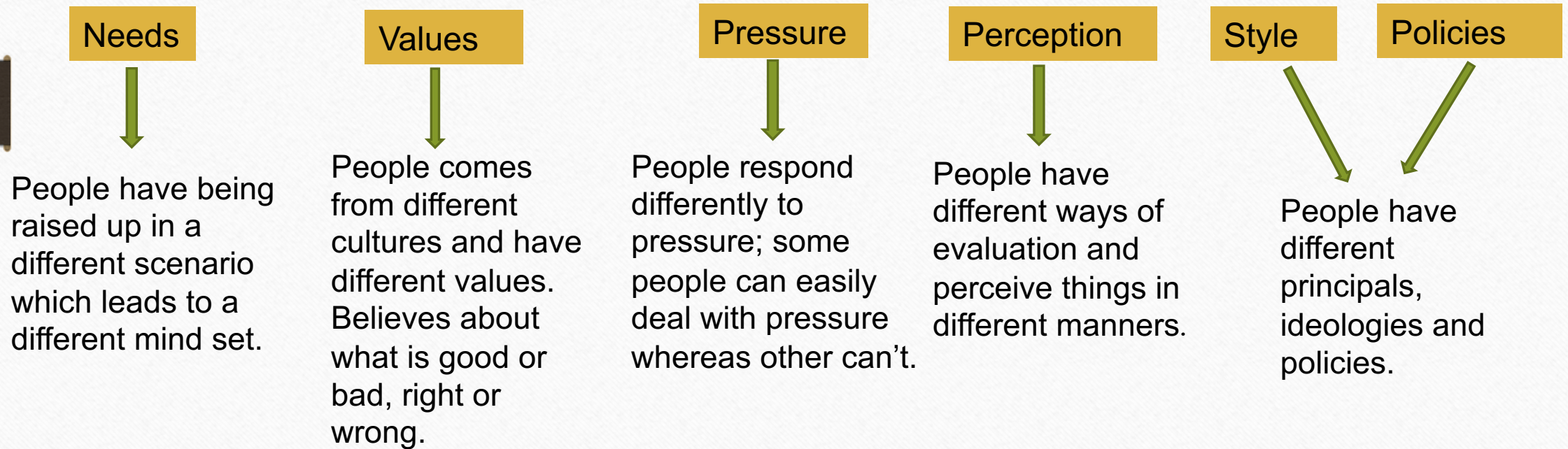
What is conflict (at workplace)

Conflict is normally defined as a sharp disagreement or opposition of interests or ideas.

In a workplace where people are working together, conflict is a normal and natural occurrence.

Workplace conflict tends to decrease team morale and productivity.

Causes of Conflict



These differences are sources of sharp conflicts.



Words that generate conflicts

Negative words



Good for you

I told you...

You never...

I never...

Never mind

What ever

Positive words



We understand that...

Might I suggest...

Another option is...

If I can...

I/we can help you...

Let me explain

Effects of conflict

Conflicts can have a positive or a negative effect on the people of an organization.

When conflicts are **positive**

- Express
- Share different point of view and opinions
- Share thoughts and feelings

The positive side of conflict is that people are able to express themselves, share different point of view, opinions thoughts and feelings. These can help to bring new ideology to the table and help to generate new policies to the organization.

When conflicts are **negative**

- Bad relationship
- Lack of communication
- Lack of interest
- Productivity drain

Conflict management strategy

(Conclusion)

- ✓ **Do not avoid/ignore conflict** (*especially if you are a manager*) as this can continue to cause more problem on the team.
- ✓ **Understand the conflict from all sides** then choose the best solution to the conflict and not just to please someone.
- ✓ **Allow equal time to everyone involved** to speak and present their case.
- ✓ **Use positive words**
- ✓ **Remain calm** as this will help you to better address the situation.
- ✓ **Put a stop to the situation** if it gets verbally abusive and you might proceed to a different plan.

Even though conflicts cannot be totally erased, the impact can be reduced by company policies regarding how to resolve disputes.

(Manuel)

Successful team development

Teamwork:

- Teamwork- when a group of 2 or more people work together as a unit to achieve an overall goal ensuring a positive working environment.
- The 5 elements of successful teamwork include:
 - Communication
 - Delegation
 - Efficiency
 - Ideas/imagination
 - Support
- Teamwork maximises the individual strengths of team members to bring out their best.

Collaboration

- Collaboration- The process that requires a relationship between professionals despite them seeing themselves as part of a team or not.
- There are 6 elements of collaboration:
 - Motivation
 - Communication
 - Diversity
 - Sharing
 - Support
 - Problem solving

Collaboration is sometimes the beginning of a team and encourages teamwork.

Teamwork	Collaboration
- The group works to achieve the same goal.	- The group works to achieve the same goal.
- Individuals have different tasks that lead to that one goal.	- Individuals actions are independent and encourages working cohesively.
- Requires a leader to provide vision, guidance and direction.	- Requires teamwork so all disputes must be resolved on their own.
- Effective over short term.	- Sustainable over long term.
- Control is key.	- Trust is key.

Reference

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