

Effective Team Working and Communication

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Introduction

Effective teamwork and communication is the key to the ultimate success in any field. For students, it is necessary to learn an effective way to work as a team and how communication can help them to do so. Effective communication consists of some steps like listening, understanding, etc. For effective teamwork, a team needs leadership and loyalty from all the team members. On the other hand, proper communication is the key to conduct effective teamwork. The workplace has also a huge impact on effective teamwork. A positive work

environment always encourages team members to do their best and get the best teamwork possible.

Aim

The main aim of the assignment is to develop the knowledge of effective team working among the students. Some theories and skills need to be discussed for that (McDaniel and Salas, 2018). The theories need to be analysed and discussed properly so that the students can easily understand them. In other words, the objectives are:

- To prepare the knowledge of the students about effective teamwork by some basic theories.
- To develop their communication skills and listening skills required for effective teamwork and work efficiency.

Establishment of an Effective team

Establishment of an efficient team requires some steps and it is not only about assembling a team. The members need to obey the same rules and work for the same objectives as well. Here are some key steps to form a strong and efficient team.

Define the ultimate goal: The first and most vital step is to clearly address the objective of the team. The demanded outcome should also be discussed so that the team members can understand what they have to prepare at the end. Along with the purpose of the whole team, the purpose of each member also needs to be addressed. This is the way to clarify the purpose of the team.

Selection of members: The next step is to assemble the group with potential members. Members need to be selected depending upon the objective of the team. The selection operations should contain all the tests examining the required skills of the members (Harris, and Sherblom, 2018).

Break the ultimate goal: The next step is to break the ultimate goal into some smaller and short term goals. This model should be designed in such a way that if the smaller goals are met, the ultimate goal will be fulfilled too. Some subgroups can also be created inside the team to fulfil those short term objectives.

Time limitations: A chart needs to be created containing the deadlines of all the tasks. This will help the team to complete the task in time.

Setting specifications: Some specifications and regulations need to be declared for the ease of functions. The common communication language, medium and other restrictions need to be declared.

Review and manage: The performance of the team needs to be reviewed regularly. The leader and the guide need to monitor the team performance to improve it.

Reward: Reward system is one of the best ways to bring out the best performances from the team members. Performance of each team member needs to be demonstrated and the best performer must be rewarded at the end. This can increase the motivation among the employees or the students.

Theories of teamwork

Bruce Tuckman's Model

Tuckman's model can easily describe the ideal method of constructing an effective team. The model consists of four stages. These are:

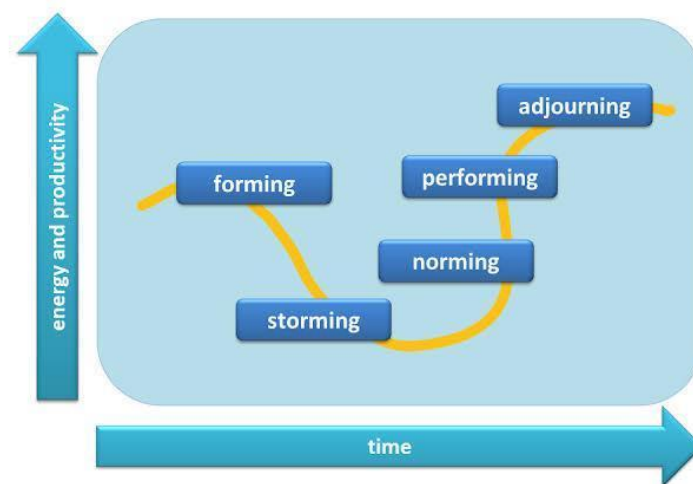


Fig 1: Tuckman's Model

(Source: Sherman *et al.* 2020)

Forming: In this stage, the leader needs to create the team and guide them. The purpose, relationships and goal of the team need to be discussed in this stage. All the members are analysed and tested according to the objective of the team.

Storming: In this stage, the team needs to establish a good relationship between the members. All the distractions and issues need to be eliminated and only the goal needs to be focused (Sherman *et al.* 2020).

Norming: In this stage, all the planning and strategies need to be made to achieve the goal. Some easy working steps are already taken in this stage.

Performing: In this stage, the main activities to achieve the targets are performed. The work is done according to the plan. In case of any mistakes or inconsistency, new strategies can also be applied here.

Adjourning: This stage is all about breaking the team-up. The members are rewarded according to their performance and they get involved in new tasks and purposes.

Belbin's Team roles

Belbin first found out nine factors that control the performance of the team. Every team must access every role of these nine to become an efficient team. In small teams, all these nine people may not be necessary but in big teams, they all are necessary.



Fig 2: Belbin's Team role

(Source: Ryan, 2017)

These roles are:

Resource finder: They find out resources and ideas using their investigative nature. The main weakness is that sometimes they become over-optimistic.

Team Worker: They operate with the team and also help the team to find out the ideal strategy required.

Co-ordinator: They focus on the team objectives and handle the operation of the team. They also recruit and terminate team members (Ryan, 2017).

Plant: They are very creative and expert in solving various issues with the ideal strategies. They have better general knowledge about everything.

Monitor evaluator: They are experts in evaluation and judgement of the performance and monitoring of the team. Sometimes they lack their inspiring skills (Scholl, 2018).

Specialist: They point out the vital areas of the team and analyse them deeply. They are single-minded and experts in various subjects (Gao, Cummings and Solovey, 2016).

Shaper: They analyse and help the team to maintain the momentum. They also help the team to stay focused on the objectives.

Implementer: They implement required strategies to achieve the goal. They also implement new strategies in case of any inconsistency.

Finishers: They are the people who check the work at the last stage and correct it if necessary. The ultimate outcome of the work becomes better.

Effective Communication

Communication is the key to build up an effective team and a good relationship between the management and the employees or between the teachers and students. There are some key points to be followed to make the communication effective (Britton *et al.* 2017). Good Communication can improve employee performance, motivation and teamwork. It improves the relationships both in personal and professional life. A successful communication contains some stages:

Good listening skill: For good communication, a good listening skill is a primary requirement. The speaker needs to listen to others first and then act accordingly. This can also inspire other people to express themselves freely.

Straightforward and simple: While communication, the speaker needs to be straight forward enough to avoid any type of complexity. Not only that but the language must be simple to understand for everyone. There should be a friendly touch while communicating with employees or team members (Butchibabu *et al.* 2016).

Non-verbal: Non-verbal communication is another crucial part to learn for gaining good communication skills. Nearly 94% of communication is found to be non-verbal. This type of communication includes body and hand movements, attitudes, etc.

Managing stress: It is very crucial for the communicator to control his stress while communicating. Sometimes excessive stress can lead someone to miscommunications. Proper stress management is required for better communication skills.

Controlling emotions: Emotions can affect the communication. Sometimes a little excitement can make a person tell something that should not be told (Marlow *et al.* 2018). As a result, the

relationship gets affected and the purpose may not fulfil. This is necessary to keep a distance between emotions and professional life to make the communications ideal for different places.

Various communication mediums

There are some official mediums of communication in professional life. Some of these mediums are quite old and some are new as well. These are:

E-mails: E-mail is the short form of electronic mail. Through this one can send messages and other information about various topics. This is a type of communication where a user can send a message to someone and that person can reply to it after that. It is conducted through the internet.

Business letters: Business letters are another crucial medium of communication in offices. The Communications between shareholders, business partners, dealers and suppliers are conducted through business letters (Kim *et al.* 2019). Business letter is an ideal form of official letter where there is no touch of emotions or only business deals and criteria are mentioned. For example, a joining letter of an employee can be considered as a business letter.

Text messages: Text messages are the modern form of communication. In this type of communication, both users can stay online together and communicate. Not only two but many more users can also communicate simultaneously through online applications.

Video calls: Video call is probably the most modern form of communication. Through this one can communicate and see other's faces being in different parts of the world. Even in recent times, video calls are being used for interviews, meetings and conferences.

Theories of effective communication

Lasswell's theory

This theory can help anyone to easily develop an effective communication skill. The theory considered the emergency situation of the second world war and figured out five main stages of effective communication.

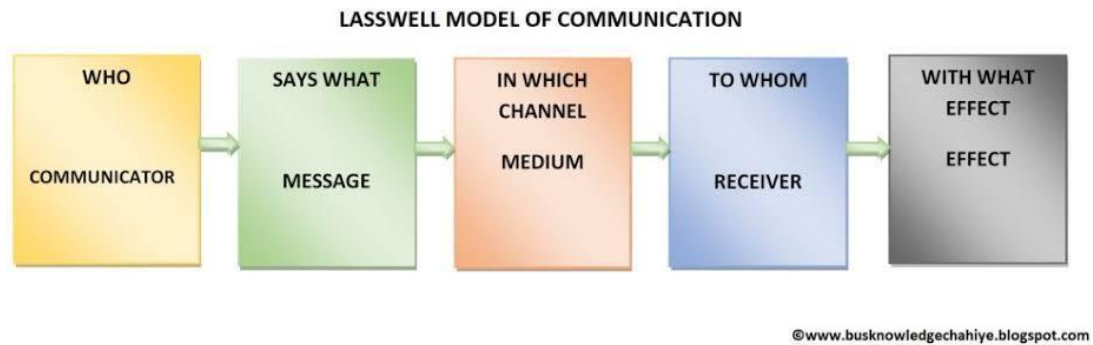


Fig 3: Lasswell's theory
(Source: Reising *et al.* 2017)

These are:

- Who: The Source of the Communication.
- What: The exact message.
- Which: The channel used.
- Whom: The listener or audience.
- What impact: The effect wanted.

The theory has been evolved and modernised. This theory is also called the 'Five Ws'.

Who should be the audience: For a proper communication, it is very crucial to know who the ideal audiences are. Communication should be according to that. For example, communication for students must be different from the communication with employees.

When: The situation is also very crucial for effective communication. The voice of tones in different situations should be different. For example, when a student is doing a great job, the communication should be inspirational. On the other hand, to correct the students, the communication should be different.

What: The subject of communication will depend on the reaction or questions from the audience. For this purpose, good listening skills are required. The speaker needs to understand the issue and react accordingly.

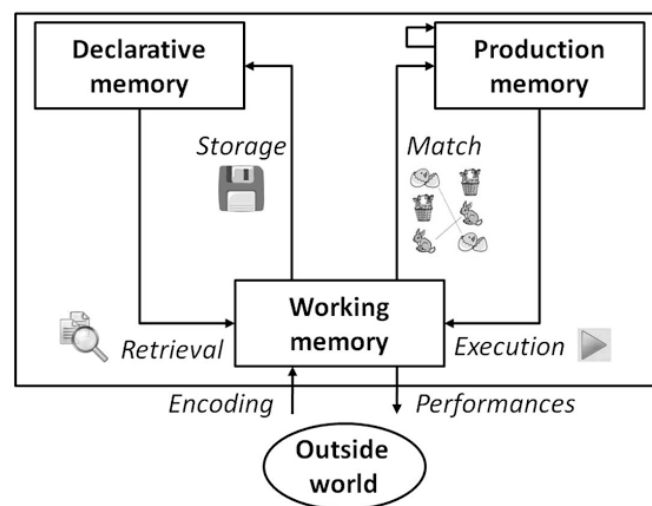
Where: It defines the medium of the communication. The medium should be chosen properly acolyte the purpose and audience. The medium should be available for all the audiences so that everyone can join the communication. The choice of proper medium can control the frequency and efficiency of the communication.

Who should contact the process: The most dependable person should control the overall process (Reising *et al.* 2017). Sometimes an external source can also control the

communications process to maintain the equality between the communicators. For example, for live classes, the school authority controls the overall process while the teacher and the students are the communicators.

ACT theory of Communication

This is called Adaptive Concept of Thought. This is a cognitive approach (Raley *et al.* 2017). This is a psychological theory considering all the psychological aspects of human beings during communications.



ACT* THEORY

Fig 4: ACT theory

(Source: Raley *et al.* 2017)

The main elements of this theory are:

Modules: Modules can be divided into two parts. These are perceptual and memory. Perceptual modules consider communications with the real world. On the other hand, memory modules can be classified into three parts. These are procedural, declarative and working.

Buffers: This is the step between the two modules. Cognitive adaptation thoughts are created by these buffers.

Pattern matcher: This is the way of matching the pattern of communications between the communicators. A speaker always tries to find out the psychological thoughts of the audiences. Pattern matcher plays a huge role in that.

Conclusion

It is necessary for the students to develop their idea about effective communication and team work. Both in their academic and professional life, it is essential to know how to manage teams and how to convince others through proper communication. Some proper steps to build an effective team have been discussed here. Some theories are also analysed to clarify the team building procedure. Procedures to conduct good communication are also discussed properly. Some mediums of communication have been introduced and analysed. There are also some theories of effective communications as well.

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