

EFFECTIVE TEAM WORKING AND COMMUNICATION

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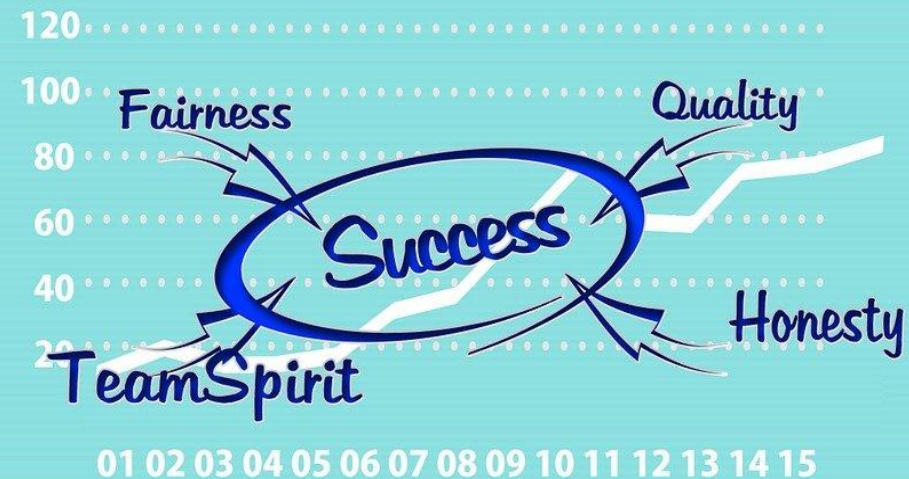
INTRODUCTION

- Benefits of Team Working
- Stages of Team Development
- Team Roles and Leadership Roles
- Managing Conflict
- Successful Team Working



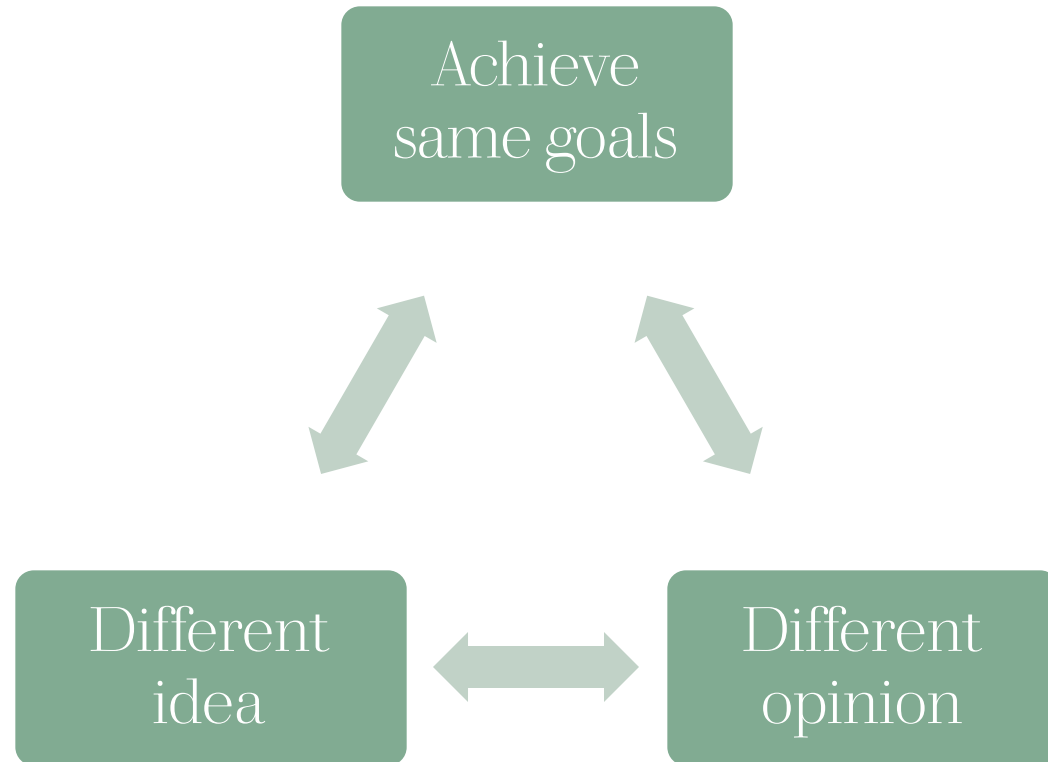
BENEFITS OF TEAM WORKING

- ✓ Team makes you happier
- ✓ Sharing workload
- ✓ More people = Greater Ideas
- ✓ Making Risky less scary
- ✓ Learning from Others
- ✓ Innovation coming from diverse Perspectives.





BENEFITS OF TEAM WORKING



BENEFITS OF TEAM WORKING IN WORKPLACE



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- Supporting each other
- Sharing ideas
- Accept different point of view



STAGES OF TEAM DEVELOPMENT

Bruce Tuckman

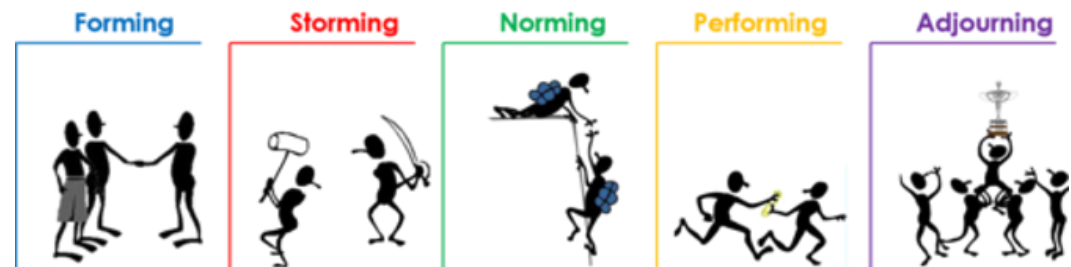
November 24, 1938 – March 13, 2016



Bruce Tuckman. Wikipedia (2020)



The Five Stages of Team Development | Principles of Management. Lumen Learning (2020)



How to successfully go through the Five Stages of Team Development. DTU (2019)

STAGES OF TEAM DEVELOPMENT: FORMING



*Theories of Motivation and Their Application in Organizations:
A Risk Analysis. ResearchLEAP (2017)*

Team members get to know each other

Different behaviours and emotions

Skills and responsibilities recognized

STAGES OF TEAM DEVELOPMENT: STORMING



How to Answer Conflict Interview Questions.
Big interview resources (2020)

Different opinions

Conflict

Complaints

STAGES OF TEAM DEVELOPMENT: NORMING



Mutual Respect. Mind tools (2021)

Sensation of unity

Tolerance towards other members

Acceptance of other opinions

STAGES OF TEAM DEVELOPMENT: PERFORMING

High-performance

The team is mature and cooperation is fluent

Good problem-solving techniques and strategies.



Participation – a major concern of teambits. Teambits (2020)

STAGES OF TEAM DEVELOPMENT: ADJOURNING



The 5 'Musts' of Accomplishing Goals. Shed Builder Magazine (2017)

Added in 1977

Goals are accomplished

End of a cycle



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Team Roles and Leadership Roles

Team Roles:

- Action oriented roles
- People oriented roles
- Thinking oriented roles





TEAM ROLES AND LEADERSHIP ROLES

Leadership Roles:

- Telling
- Selling
- Participating
- Delegating





TEAM ROLES AND LEADERSHIP ROLES

- Leadership is the ability to mobilise the various talents within a group or organisation in order to achieve ambitious, but real results.
- Effective leadership can be developed by providing the right tools to analyse current leadership strengths and by giving support and coaching.



TEAM ROLES AND LEADERSHIP ROLES



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MANAGING CONFLICT

WHAT IS A
CONFLICT?



CAUSES OF CONFLICT

- Communication
- Personal
- Structural

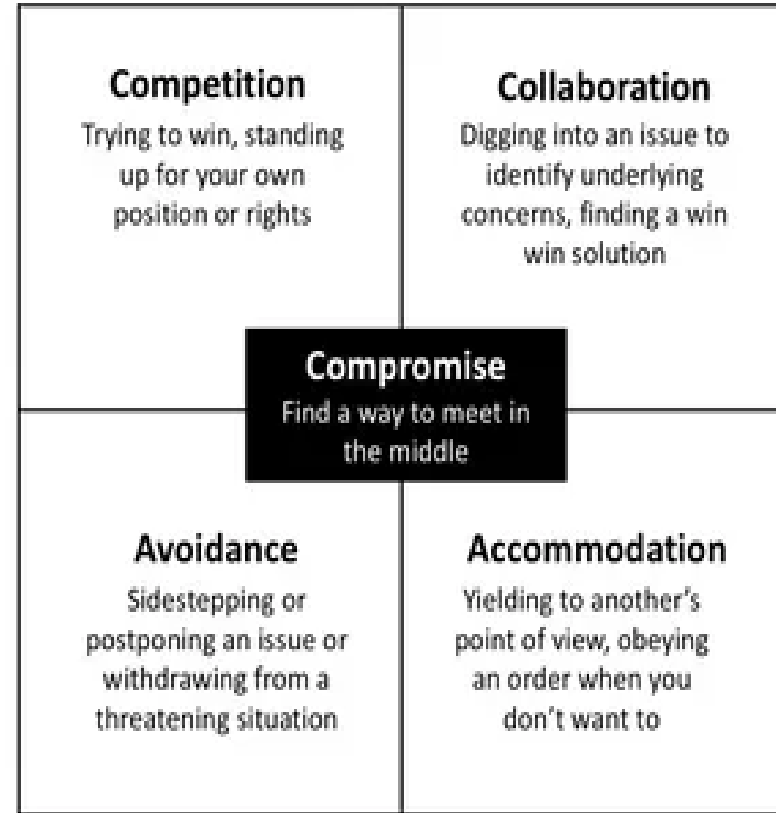
HOW CAN CONFLICT BE MANAGED?



Kenneth Thomas and Ralph Kilmann: Conflict modes. Management Pocketbooks (2017)

Thomas-Kilmann conflict mode instrument

Assertiveness



Cooperation

Thomas and Kilmann conflict resolution model, conflict management styles & strategies. Biznewske (2021)

HOW CAN CONFLICT BE MANAGED?

COMPETITION

- Win-lose
- Assertiveness
- Less Cooperation
- Only see their own point of view



5 Primal reasons why is competition good for business.
Enterprise League (2020)

COMPROMISING

- Lose-lose
- Equal cooperation and assertiveness for both parties
- Objective: find a solution that partially satisfy both parties
- No one achieves their final goal



Knowing when, and how, to compromise at work. The Seattle Times (2019)

HOW CAN CONFLICT BE MANAGED?

AVOIDING

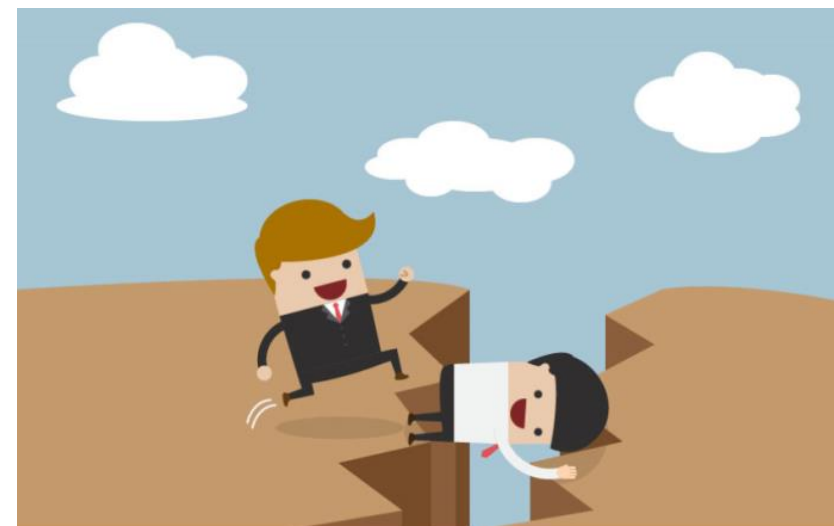


The cost of avoiding. Theravive (2013)

- Low assertiveness
- Low cooperation
- Avoid issue
- No party is satisfied
- Lose-lose
- Not a good long-term strategy

ACCOMODATING

- High cooperation
- Low assertiveness
- One party's needs is satisfy but not the other.



Accommodating. Liberal dictionary

HOW CAN CONFLICT BE MANAGED?

COLLABORATING

- Win-win
- Creativity solutions
- Both parties are fully satisfied



*Collaborating about how to collaborate.
The landscape of learning (2013)*



*Keeping your employee benefits competitive.
What do people value? Prism (2019)*

LIMITATIONS

- LISTEN
- ACKNOWLEDGE
- RESPOND
- RESOLVE DIFFERENCES

SUCCESSFUL TEAM WORKING



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Communication



Delegation



Efficiency



Ideas



Support



SUCCESSFUL TEAM WORKING



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This picture can show clearly that, after conflict, complains, trust, etc...to make the Team work together, now they achieve the successful goal.



Conclusion

- Development of multi-functional teams.
- Integration of coordination and cooperation.
- Reflection of potentials and competence of the team members



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QUESTIONS?

