

Effective Team Work and Communication in Factories

-A case study of Greencore Factory

Module Name: Effective Team Working and Communication

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Introduction

Effective teamwork and communication helps a business to control conclusive working surroundings. It also imbue throughout the areas of business operation. It should have a clear workplace. A decisive workplace means that the employees working are happy in communicating with the public and with consumers. Effective teamwork and communication work out only when there is administration that has clear vision in rising out the standards and approaches. The following task is about the experience one had or his friend and discussed about how employers perform their communication well in workplaces.

Literature Review

Theories/ communication principles: Communication is considered the change of ideas, knowledge and information, etc. The literature review has three important purposes. The first is to archive the present state of knowledge in terms of teamwork practices. The second is advice the three areas of clinic where one need to take certain initiatives that are taken into study. The third is to give a back up for knowing the base of the candidate's teamwork and the result of the study. Teamwork plays an important role in making the business work successfully (Kooiman & Sheehan, 2015). It also includes group of people who work together for a particular aim contributing for a definite project. Social –scientist and group theory researchers have studied out many aspects in finding out the measures needed for making such theories work. The theory that gives access to the growth of team development consists of Interaction Process. Analysis a theory that was asked by the sociologist Freed Bales in 1950 (Hart, 2018). This theory speaks about the members individually giving a normal backlog system.

Dr. Raymond Meredith Belbin is the ongoing authority in terms of team role. His research, that connect had shown that it is very vital of how the members works together rather than how quick and conscious the individual are over the last 40 years. The team that were successful consisted of members who are different and have adaptable roles. While on the other hand, the unsuccessful ones are categorised and divided as wars that are stagnant between the members with same kind of bias and identity. Belbin research has given many identity tests that have helped the researchers in finding out whether an individual can be a superstar in business or not.. If thought deeply, the last step was to form a team with super qualities that the individual have in them. He named them

as Apollo team. To everyone the team was considered as the best and as a result, there was high expectation from everyone. However, it was seen the team, which was considered individually strong, could not go up to the mark (Booth *et al.*, 2016.)

The Apollo team had wasted their time in making the other person believe that they were right. However, the members were not convinced in what they have said and were bust in each other's conversations. The team could not come out with a proper decision and therefore the jobs that created more pressure were neglected. The team role proved that they required balancing where they should focus on action-oriented roles in making their team performance better by putting creative thoughts and by making up to the limit provided to them. They should also be people oriented by making work as a team and providing support to that team and by enhancing the outside contacts (Flores-Parra *et al.*, 2018).

Subject understanding of effective teamwork and communication skill

An organization functions like a tree, the sustainability and the success of the organization is dependent how each part of the tree is collaborating in and united goal. The performance of an organization is dependent on how each section of the organization functions and collaborate their work to reach the goal of the organization. The skill of the employees are important for good performance but other important factors also affects their performance, one of them is the effective communication between each team and all the related departments and the hierarchy of the organization. To reach the highest level of potential of the organization, it must ensure that the team has great team communication and collaboration and the team is working by following the team dynamics (Study.com, 2018). This helps the company to develop a culture that is respectful to the diversity of thoughts and behaviour of the employees and can achieve the highest performance when the employees are focused to a common goal (Emergenetics International Blog, 2018).

An effective training and practice of soft skills helps the team members to develop an understanding of their shared ownership, responsibilities and the issues related to confidentiality. The development of effective teamwork and communication is largely dependent on few factors that are called 'soft skilled' which the employees may not possess organically, they must acquire them by receiving effective training on soft skill. The team members must possess effective

interpersonal communication skills including a positive body language, active listening, overall good personal presentation and the awareness of the employees of their work context (The Balance Careers, 2018). They must also master the skill of good written communication including efficiency in formatting and structuring of the assignment.

At the Greencore factory, while working in the sandwich production department for six months, it has been understood that there was severe lack of effective communication at the workplace. Proper Training need to be provided by the employers to enhance good performance and increase productivity. My other colleagues opined that the management was good though and they work with proper etiquette. While working in the team it has been understood that teamwork is necessary during making sandwiches and wrapping it in the production line. People in the team provided a helping hand while handling bread machines and the co-workers were well mannered in nature as well.

Analysis

Effective communication plays an important role to managers, employers and stakeholders. The organisation can improve their communication by giving definite goals and expectations (Braun, 2014.). The steps that can help in gaining wider and effective communication are illustrated as under:-

- Having a critical internal communication plan, which means having a clear conception about the company and the way it drives the employment commitment.
- Having a frequency and confirming that the communication made are related in order to avoid any unnecessary information.
- Engaging messages, which means it must be logical at every level.

Workplace is important to companies as it helps the companies to be beneficial and usable. Communication in Workplace is the most viral way of addressing information between groups or person, which consists of text messages, emails, etc in the organisation.

For business to be successful there must be effective communication. The impact of not communicating properly in workplace can affect the customers. Having poor customer services can also have impact in workplace as they lack information and resources. Due to poor communication, there can be low results because employees do not have control over people and

resources. While workplace if communicated properly can be of great advantage as it improves the working outcomes and increases the satisfaction of jobs (Ryan & Wessel, 2015.)

At the Greencore factory, it has been analysed that people with good sales experience possess good interactive and communication skills. During working hours, job has been carried out with an understandable approach in mind and difficulties have been faced to resolve language barriers. However, communication-using languages other than English has been tried to use for effective teamwork. The management team at the factory need to be more open to good conversation. This is turn can build up good relationships between managers and employees. **Practical application**

of effective teamwork and communication skill

In today's business world, the employers expect the team members to be a good team player. While searching for the new talents, they give an emphasis on the phrases like 'self starter' and 'good team player' as they want to know how the employee performs within the team. When all the team members feel like one community, they work hard to reach the united goal of the organization. For example, there is a team of engineers and develops games for the children that would improve their mathematical skill. An effective communication from the team leader would ensure a better understanding of the team about what could be the possible features of the game, how they will the features work and how it will help the children to develop mathematical skill. The work will be distributed amongst the team, and clarity of understanding and a well-bound communication within the group will ensure that the outcome of the initiative that is the game after being developed have all the necessary features. The team leader will resolve complexities of the work by listening to the issues raised during the preparation of the game and will negotiate with the team members about the solution. The performance of the team will depend on the team dynamics and how far the team members are focused to achieve the goal of creating the goal.

In today's scenario, for achieving the organization's goal, effective teamwork and communication is important for the small scale as well as the large-scale organizations (Kumra *et al.*, 2018). The companies like Google follow an effective teamwork and communication model, and they have done extensive research on them. The tem members of Google work as a great team and work well together. The company conducted a research on how the executives, team leaders, team members and the sales persons evaluate their team and performance. The research came out with the findings that trust matters most; it provides the team members a sense of safety. Listening carefully and negotiating about the problem helps to solve the work issues. It's important to show empathy to

other's problems, being authentic in one's work, being helpful, and setting an example by following all these traits.

At the Greencore factory, while working for the sandwich production department, communication skills and effective team management skills has increased during the six months period. From this real life experience collaboration and cooperation among team members has been learned and practically applied while managing food preparation and equipments handling. During conflict, co-workers also interfered and solved issues. It was a good place to work although managing some co-workers has been difficult at times. As a worker in the factory, I have gained the knowledge of packing food boxes. Collaboration with the managers and supervisors proved to be fruitful. My productivity levels also increased while working with different types of team members at the fast pace job environment.

Conclusion

The effective communication is required in each layer of the organization, from the head of the company to the managers and team leaders and the team members who will execute the work. A smooth effective communication ensures that the each team members are aware of the purpose, detailed execution policies as well as the goal of the work. The effective teamwork and communication of the employees enables an organization with highest performance possible and the lack of it will badly affect the performance of the organization. An effective teamwork and communication involves verbal and nonverbal communication, resolving conflicts by discussion, listening and understanding the issues, being reliable to the team members, respect the diversity of thoughts, and beliefs of the team members.

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