



Effective teamwork and communication

BMSW4002 – University of Wales Trinity Saint David

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Presented by:

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Outlining

- ❖ **Benefits of team working (Cristian)**
- ❖ **Stages of development (Stephen)**
- ❖ **Team roles (Petrina)**
- ❖ **Managing conflict (Emilian)**
- ❖ **Successful team development (Cristian)**



Introduction

presented by Cristian Radu

- Effective teamwork and communication are essential to the delivery of information. Communication breakdowns account for most sentinel experiences.
- Effective teamwork and communication can help prevent mistakes and decrease risks.
- The implementation of simple tools and behaviours can greatly enhance safety measures and improve opinions of teamwork



Benefits of teamworking

Presented by Cristian Radu

Increased Quality Work

More Productivity

Less costs and time

Development of motivation



Stages of Development Presented by Stephen L Choik

- Tuckman's theory was first proposed by psychologist Bruce Tuckman in 1965. It stated that teams would go through 5 stages of development: forming, storming, norming, performing, and adjourning



**TUCKMAN'S
TEAM
BUILDING
MODEL**

Bruce Tuckman's stage of team formation (presented by Stephen L. Choik)

FORMING	STORMING	NORMING	PERFORMING	DORMING OR ADJOURING
Meet for the first time	Competition for the position	Co-operations develops	Team work is achived	Bittersweet sense of satisfaction
Introduction	Conflict occurs whilst sorting out roles and responsibilities	Responsibilities and goals are clear	Teams are able to organise itself	Unwillingness to say goodbye
Focusing on group identity and purpose	Lack of participation	Each person works more efficiently because they learned how to share theirr ideas and listen to feedback while working towards a common goal	Roles are completely supported and adaptable	Numerous personal connections were made

Team Roles Presented by (Petrina M)



R. Meredith Belbin Father of Team Role Theory

Management Teams: Why They Succeed or Fail (1981),

- Belbin considered that any individual's potential contribution to a team could be assessed according to the following traits:
- Intelligence
- Dominance
- Extroversion / Introversion
- Stability / Anxiety

Based on these traits he identified 9 distinct team roles

Belbin's Team Roles

Definition

Action Oriented Roles	➤ Shaper	Energetic, dynamic, enjoys challenges and obstacles
	➤ Implementer	Disciplined, reliable
	➤ Completer finisher	Conscientious, Perfectionist
People Oriented Roles	➤ Co-ordinator	Mature, confident, great at delegation of duties
	➤ Teamworker	Co-operative, good listener
	➤ Resource investigator	Enthusiastic , communicative
Thinking Oriented Roles	➤ Plant	Problem-solver, individualistic, free-thinker
	➤ Monitor evaluator	An analyser, thoughtful, strategic
	➤ Specialist	Self-starting , dedicated

Managing conflict

Differences lead to conflict which can arise when people work in teams because of their differences. We are dealing with people's lives, jobs, egos, pride, and values because of this.

Managing conflict falls into 3 categories

Communication	Structural factors	Personal factors
Communication barriers	Structural disagreements include the size of the team	Personal goal
Differences in interception	Level of participation	Values
Poor listening skills	Level of interdependence	Needs
		Self-esteem

Managing conflict

COMPETING

One party seeks to satisfy interests regardless of impact to other party

COLABORATING

Both parties win
COLLABORATING

AVOIDING

One or both parties seek to supress the conflict

COMPROMISE

Both parties win and give up something

ACCOMODATING

One party yields the win to the other party



No method of managing conflict will work without mutual respect and a willingness to disagree and resolve disagreements. Each person on the team must be willing to

Listen

Acknowledge

Respond

Resolve differences

Successful team development

1. Understand responsibilities
2. Cover the Belbin roles
3. Common goals
4. Deal with change
5. Deal with conflict
6. Share information
7. Share ideas
8. Develop trust
9. Adapt
10. Socialize

References

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Thank you!