

Effective Team Working and Communication

BMSW4002_LON

Assessment Component 2

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Andreea Pacuraru	2115391	Team Roles
COMMON PART	-	Managing Conflict
Zina Gheorghina Patrascu	2115387	Successful Team Development



Overview

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

What is a Team?

Kozlowski and Bell (2003), a team is a group of people who perform company tasks.

- Complementary skills
- Common vision
- Work Environment



(Presspack.rte.ie, 2012)

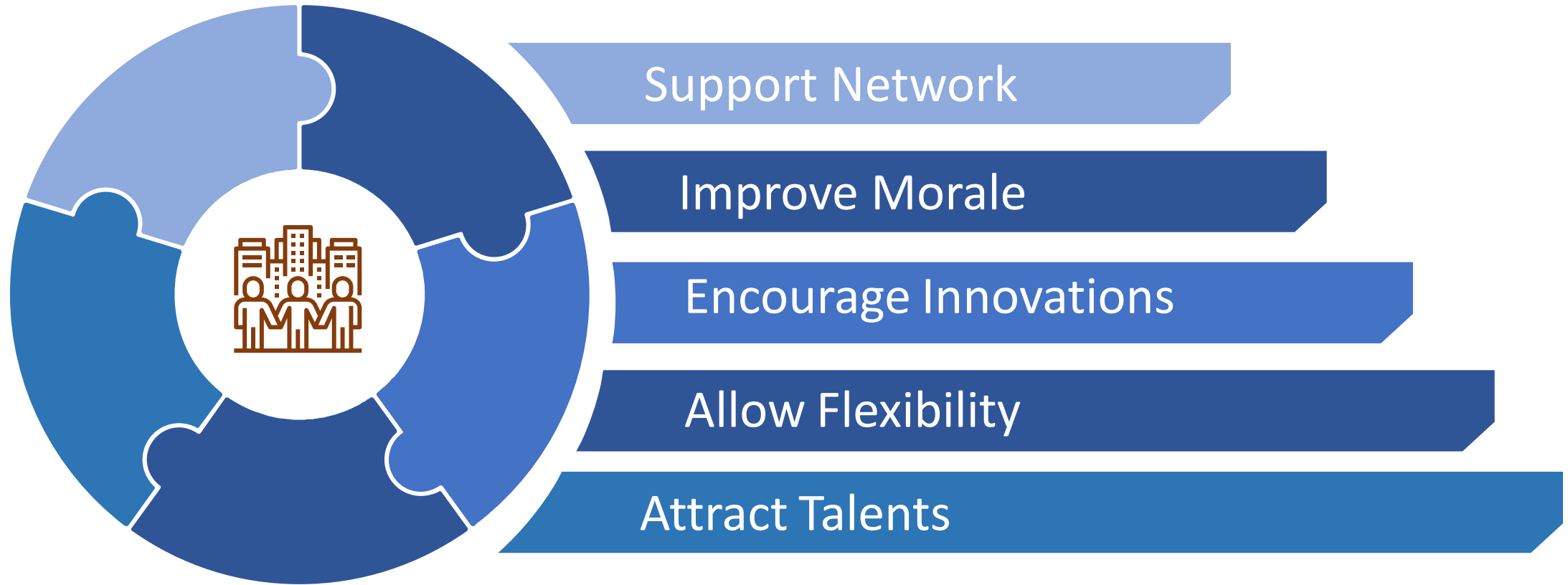


(Huffpots.com, 2015)



(Cmpa-acpm.ca, n. d.)

Benefits of Team Working

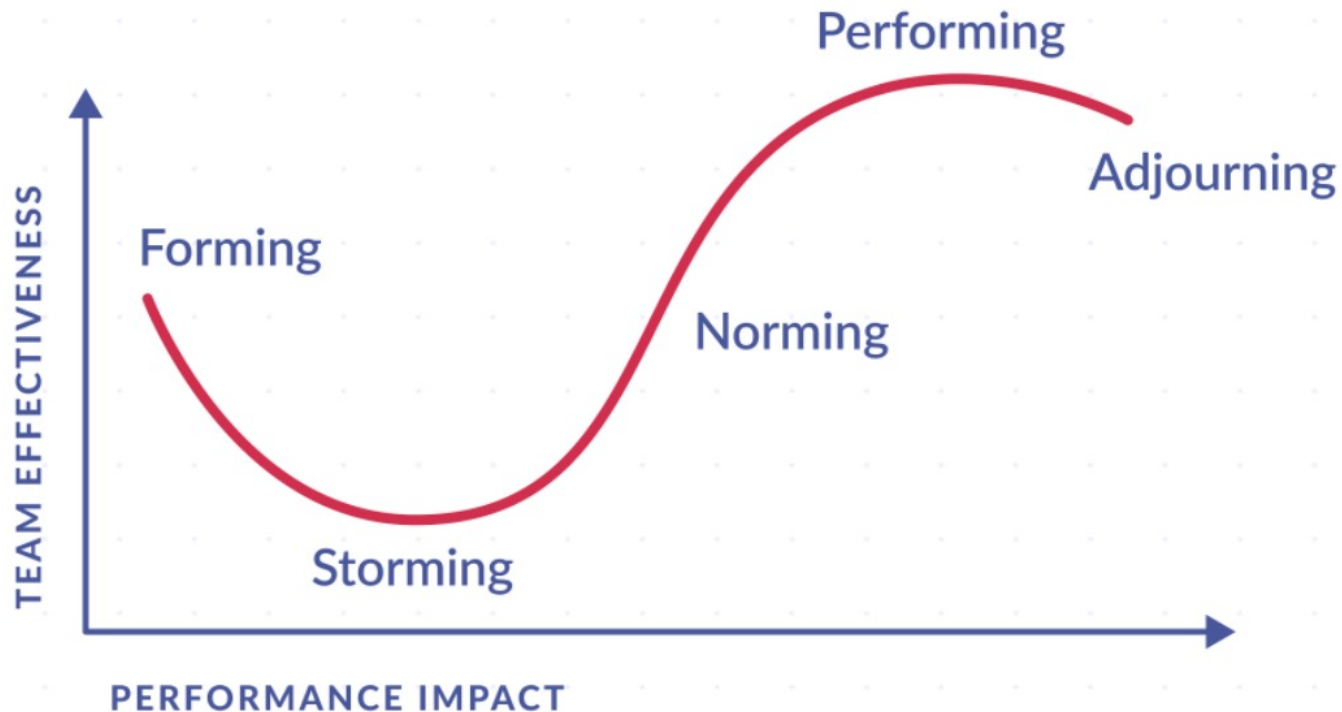




Benefits of Team Working

- Increase Productivity
- Establishes Strong Relationship
- Promote Synergy
- Advance Individuals Careers

Bruce Tuckman's Model(1975)



- Effective results
- Achieving the goals
- Increase in productivity
- Not a uniform process

Stages of Team Development



Forming activities: Acquaintance achieved with the company with respect to team members/employees



Storming activities: Conflict management through healthy discussions between all the members belonging to a team



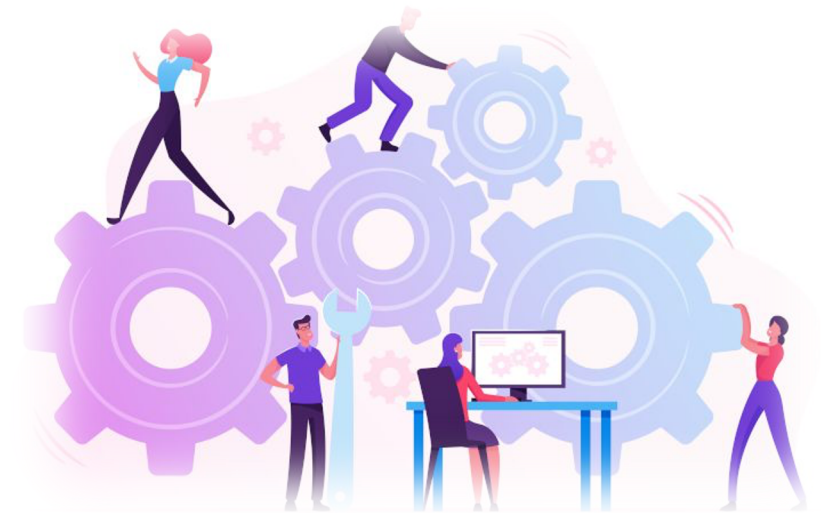
Norming activities: Providing proper guidance to the team and helping them understand the right duty towards their job



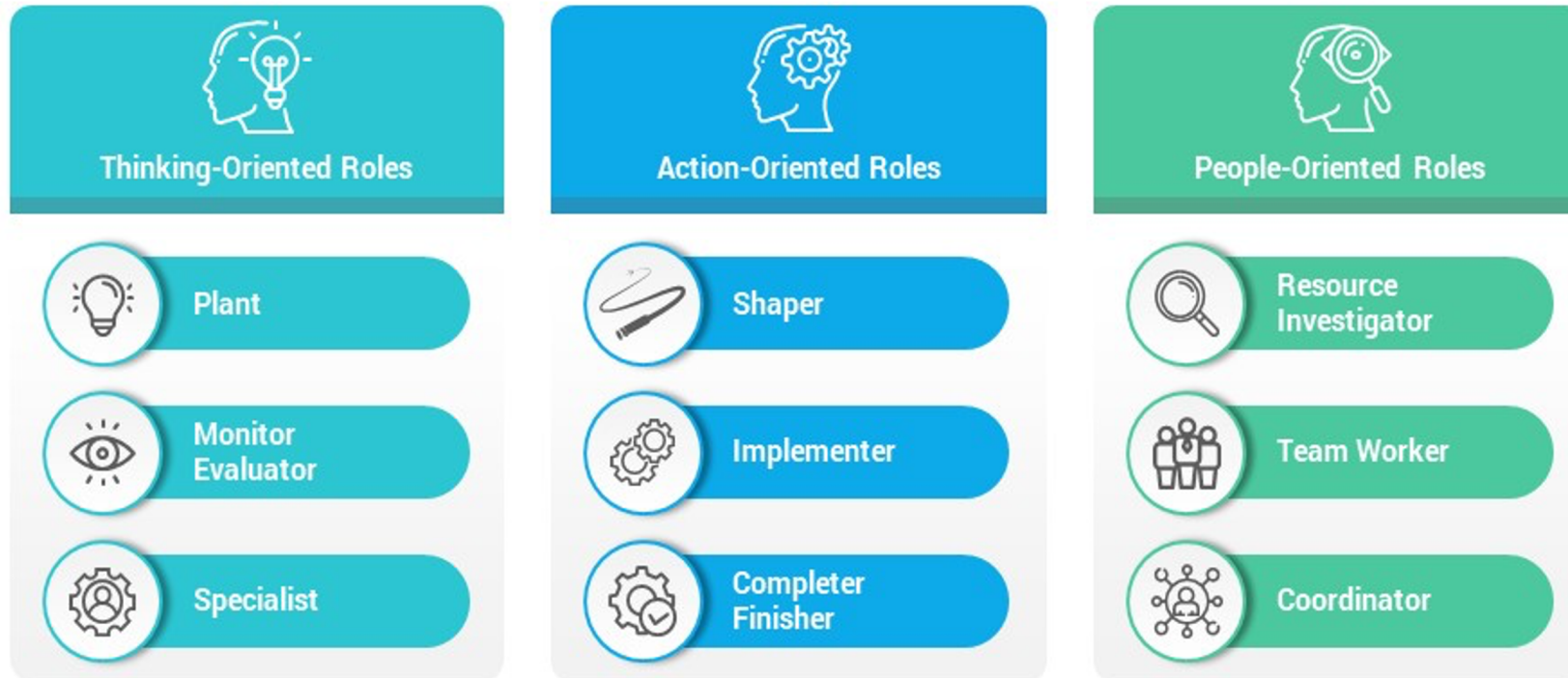
Performing activities: hard work must be done with proper guidance and self-esteem.



Adjourning: This fifth stage is very much important during the closure of the work (Apoorva, 2019)



Belbin's Team Roles Model



Belbin (2022)
University of Cambridge (2022)



Belbin and Tuckman



FORMING

- Coordinator - individuate strengths and weaknesses of each member
- Finishers and Specialists - talk to a detailed about work

STORMING

- Plants - come up with new ideas
- Monitor Evaluators - analyse ideas

NORMING

- Implementers - begin to make plans
- Resource Investigators - begin to collect insights and informations

(Belbin.com. 2019)

The 5 roles of Leaders



(Actionable Leadership Guides, 2021)

Managing conflict

- To manage conflict, the team leader and the management should speak individually to the team members.
- They can also ask the team members for reconciliation.
- If it gets resolved they should celebrate it.



Managing Conflict

When people have to work together in groups, their differences might cause problems.



To solve conflicts:

- By dealing quickly and openly
- Speak clearly
- Be polite and convincing

Conflicts can arise from a variety of reasons, can be divided into three categories:



COMMUNICATION



STRUCTURAL



PERSONAL

Thomas-Kilmann Conflict Model (1974)

Two approaches:
Assertiveness
Cooperativeness





Is the conflict a bad thing?

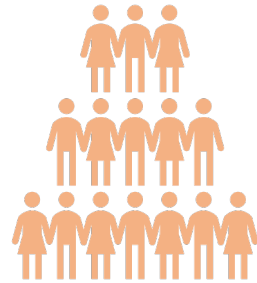
- By motivating people to look at a problem more closely, cooperative conflict can lead to effective problem-solving and decision-making

Successful team development

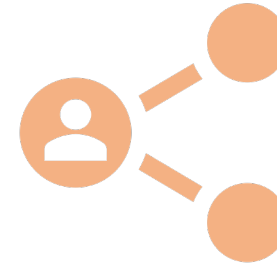
- New ideas
- Ground rules and team values



Successful team development

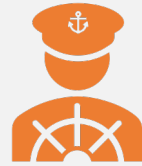


Selective hiring helps in
developing a successful team



Establish expectations
from the newly joined
employees from day one

Successful team development



Build relations within the team



To motivate the employees
with positivity

Successful team development

- The team members should be focused towards their goals
- The leader should focus on the diversity of the team





Successful team development

- The leader should extend the hand of support towards the employees
- Maintain a friendly and healthy environment to receive the best performance

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Thank
you

