

EFFECTIVE TEAM WORKING AND COMMUNICATION



- **STAGE OF TEAM DEVELOPMENT BY EUNICE FURTADO – 2018973**
- **TEAM ROLES BY JANE ACTOR – 2020570**
- **BENEFITS OF TEAM WORKING BY HENRIETTE ADOM – 2018715**
- **SUCCESSFUL TEAM DEVELOPMENT BY SAYAR KHANAM – 2009461**
- **MODULE CODE: BMSW4002**
- **LECTURER: TIMOTHY HOPKINS**

EFFECTIVE TEAM WORKING AND COMMUNICATION

CASE STUDY

Our company name is HEZJ we got a job offer with a group of employees who needed to be trained to work as a team in a cafe that just opened and the manager hired our consulting company to introduce the work team into its operations. Our goal is to offer tools that will help employees to be prepared and able to have a good effective teamwork with the goal of growing the store, giving good customer service, creating a good impression and a positive environment in the workplace.

STAGE OF TEAM DEVELOPMENT

- As a way to improve teamwork and help companies become more efficient, researcher Bruce Tuckman published “Tuckman’s Stages” in 1965.
- He talked about the stages of development that all teams go through over time to achieve the same goal.

THE FIVE STAGES OF TEAM DEVELOPMENT

- FORMING
- STORMING
- NORMING
- PERFORMING
- ADJOURNING

HOW EACH STAGE WORKS

- **Forming** - the team first come together to meet
- **Storming** - the most critical but also the most difficult to go through
- **Norming** - team members have figured out how to work together

HOW EACH SATGE WORKS

- **Performing** - there's a sense of focus, purpose, and alignment from everyone on the team
- **Adjourning** - The project as a whole is being wrapped up and final tasks and documentation are completed

STAGES OF TEAM DEVELOPMENT

IMPORTANCE



**Resolve conflicts
more smoothly**



**Share information
effectively**



Achieve top results



**Review outcomes to
keep finding ways
to improve**

CONCLUSION

- The five stages of team development, it sets up everyone in all roles for success.
- Knowing what to expect in each stage gives you the opportunity to predict what could be around the corner, better support your fellow teammates, and have crystal clear alignment on all moving parts.

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STUDENT ID: 2020570

NAME: JANE ACTOR

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LECTURER: TIMOTHY HOPKINS

INTRODUCTION

TEAM ROLES

- Belbin's Team Roles – are used to identify behavioural strengths and weakness in the workplace.
- Hersey & Blanchard Leadership Roles – suggest leaders adjust their styles to those they lead and their abilities.

Belbin identified 9 Team Roles – below are some examples

- Coordinator – good at managing people and delegate work appropriately.
- Team worker – good at keeping team together and they are also sensitive to feelings.
- Monitor Evaluator – good at making impartial judgements – they see all options and judge accurately.

BELBIN'S TEAM ROLES

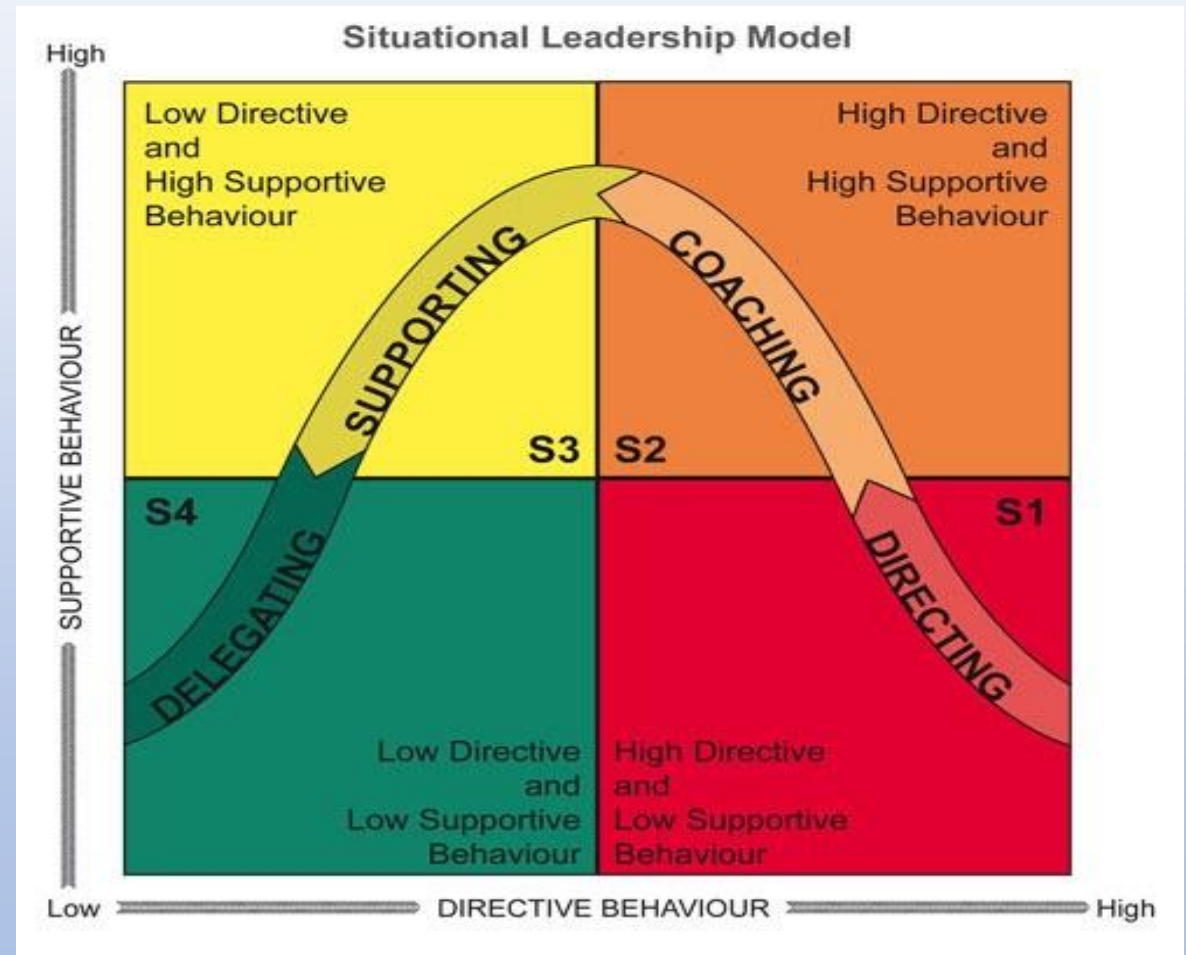
- Resource Investigator – uses their inquisitive nature to find ideas to bring back to the team
- Shape – provides the necessary drive to ensure that the team keeps moving and does not lose focus.
- Completer/Finisher – good at checking work for errors and ensuring the highest standards of quality control.

Amongst others.....

Hersey & Blanchard Leadership Roles

Leadership Styles

- S1 Telling
- S2 Selling
- S3 Participating
- S4 Delegating



INTRODUCTION

BENEFITS OF TEAM WORKING

ADVANTAGES

DISADVANTAGES

IMPACTS



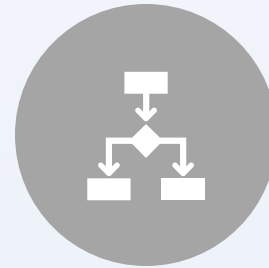
Less time consuming



More reliable



Builds trust



Motive

CONCLUSION

Teamwork is essential despite the fact it is not desired by many employees but is required.

MANAGING CONFLICTS

Conflict exists when disagreements lead to arguments and struggles between people with competing ideas and/or personal interests.

HOW CONFLICTS START

- Poor communication
- Misunderstandings
- Personal differences



CONFLICTS MANAGEMENT

According to Thomas and Kilmann the conflict can be managed by :

- Competition
- Collaboration
- Compromise
- Avoidance
- Accommodation

MUTUAL RESPECT REQUIRED

- Listen
- Acknowledge
- Respond
- Resolve differences

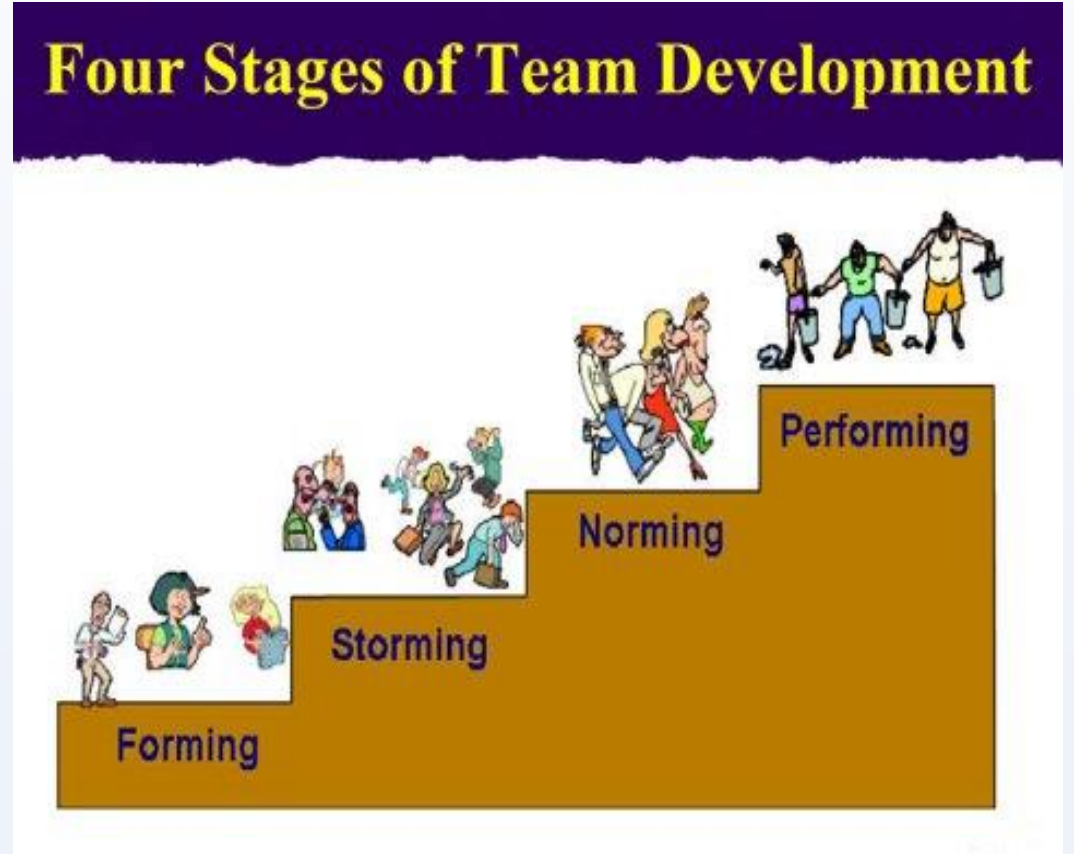


CONCLUSION

- Conflict in the workplace is not necessarily a bad thing. It can be if is not resolved quickly and effectively.
- When conflict are resolved successfully, they can lead to creative solution to problems on top of new respect for everyone involved.

Successful team development

Team members should have a shared purpose. They should understand the expected outcomes of the team, what their role is how their team's output will contribute to corporate goals. There are four stages of successful team development.



The benefits of successful team development.



1. More creative ideas.
2. Understanding, mutual agreements.
3. Open communications.
4. Mutual trust and supports.
5. Appropriate member skills.
6. Leadership.

The risks in successful team development.

1. Schedule risks.
2. Budget risks.
3. Management risks.
4. Technical risks.
5. External risks.



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