

Certificate of Higher Education in
Employability Skills LEVEL 4

Effective Team Working and Communication
(BMSW4009)

Module Lead: James Moore
Email: j.moore@uwtsd.ac.uk
2024-2025

TASK 2 - GROUP PRESENTATION

Claudiu Florea (2330390)
Piotr Czubinski (2237463)
Razvan Lungu (2332163)
Stanislav Mavrodinov (2326682)
Nicolas Dumitru (2331904)

**“WHAT WE HAVE LEARNT
ABOUT EFFECTIVE TEAMS?”**



WHAT WE HAVE LEARNT ABOUT EFFECTIVE TEAMS?



- * LEADERSHIP IN TEAMS
- * COMMUNICATION MODELS
- * UNDERSTANDING AND MANAGING CONFLICT
- * BUILDING RELATIONSHIPS
- * IMPORTANCE OF COLLABORATION

WHAT IS A TEAM?

Just bringing a group of people together and ask them to do different things does not mean they are forming a team (Fraser, 2010).



WHAT IS A TEAM?

A team consists of two or more people equipped with the necessary skills to complete a task or reach a shared objective (Edmunson, 2017; Ristic, 2019).



LEADERSHIP AND LEADERSHIP STYLES IN EFFECTIVE TEAMS



“Behind every good team is a great leader”
(Gershowitz, 2024).

Leaders are responsible for the team's safety, simplifying things and fostering an environment where everyone feels appreciated and valued (Gershowitz, 2024).

LEADERSHIP AND LEADERSHIP STYLES IN EFFECTIVE TEAMS



Authoritarian – Full control of decision.

Democratic – teamwork is valued and encouraged.

Laissez Faire – Open environment for ideas and team members empowerment.

Coaching – Focused on support (Ellis, 2024).

LEADERSHIP IN EFFECTIVE TEAMS

Strong Communication Skills

When communicating, leaders should be specific and use the right body language and tone (Bena, 2017).



Ownership

When things are not going as planned, accept responsibility (Brigden, 2024).



Support

Good leaders assist and support the team members develop their skills (Brigden, 2024).



Delegate

Effective delegation comes from leaders who see beyond completing a task (DDI, 2023).



Self-awareness – Leaders are not perfect and having weaknesses is not an issue if you know how to improve (Owen, 2021).



IS A LEADER NEEDED IN A TEAM?

The miners were "saved by will, skills, and empathy" (Edmunson, 2017).



Captain David Marquet's Leadership on a Submarine.

Future leaders in effective teams are able to:

- * Communicate clear and effective.
- * Show empathy and compassion/support.
- * Delegate with every occasion.
- * Take ownership.

Achieving these goals will promote the common good and make the world a better place (Perkovic, 2023).

COMMUNICATION MODELS



Communication is an important part of human life that helps to guide others and maintain relationships which will be explained in this assessment.



- Different communication theories will be evaluated in this assessment.



- Communication is an important part of human life.



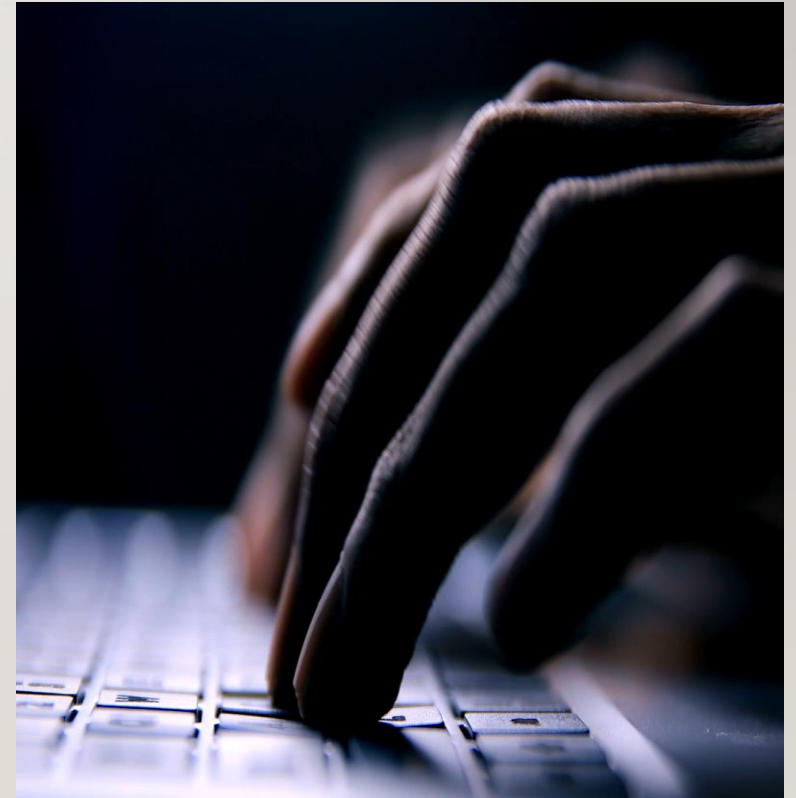
- Communication helps to maintain relationships with others effectively

COMMUNICATION MODELS

Duck and McMahan define communication as the process of acting on information.

This definition emphasizes that communication involves an active exchange where individuals share, interpret, and respond to messages, whether verbal or nonverbal (Duck and McMahan, 2016).

People connect with other people through social media and share their experiences.



COMMUNICATION MODELS

Berlo's model of communication

Berlo's model of communication was introduced by David Berlo in 1960.

Emphasizes the linear process of communication. It focuses on four elements, the source is the originator of the message, and the message is the information being conveyed (Muyanga and Phiri, 2021).

The model assumes a one-way process and neglects the role of feedback (Setiawan and Hidayah, 2023). This model has four elements such as source, message, channel, And receiver (Muyanga and Phiri, 2021).



COMMUNICATION MODELS

Schramm's model of communication

Schramm's model of communication was proposed by Wilbur Schramm in 1954. Emphasizes communication as a circular and interactive process. The model introduced the concept of a field of experience which refers to the shared background, knowledge, and experiences of the sender and receiver (Elleström, 2018).

- Schramm's model of communication was proposed by Wilbur Schramm in 1954.
- The model introduces the concept of a field of experiences.
- This model emphasizes circular and interactive processes.

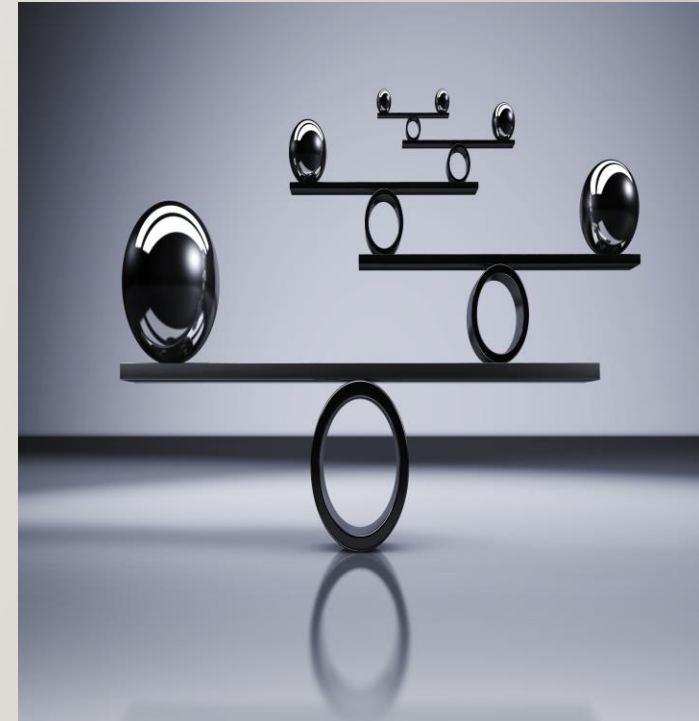
COMMUNICATION MODELS

Conclusion

Communication is vital for understanding, connection, and collaboration in all aspects of life. Berlo's model highlights the significance of clear encoding and receiver comprehension, and Schramm's model introduces feedback and shared experiences, illustrating the interacting and dynamic nature of communication.

By applying these principles people can foster meaningful relationships, convey ideas effectively, and adapt to diverse contexts to ensure both personal and professional success.

- Communication is vital for understanding, connection, and collaboration in all aspects of life.
- By applying these principles people can foster meaningful relationships.



UNDERSTANDING AND MANAGING CONFLICT

In any team, conflict is inevitable.

When people from diverse backgrounds, each with unique ideas and different viewpoints, come together, conflicts are expected to arise (Barnes, 2023).



UNDERSTANDING AND MANAGING CONFLICT

Nearly two-thirds (64%) of workers have experienced conflicts among coworkers at work, and 15% of them have looked to change roles as a result, according to a survey of 2,000 full-time employees.

The study, which was done by Magenta Associates, also discovered that the most common reasons for conflict in the workplace are management styles -38% and conflicting personality types - 47% (Smith, 2023).



UNDERSTANDING AND MANAGING CONFLICT

5 COMMON TYPES OF TEAM CONFLICT

1. "Everybody against one"

Others have blamed a single person for the problem.

2. "The 50/50 division"

Team members are divided in half, and this can cause the team to become ineffective and lose focus.

3. "The meltdown"

Performance is impacted by the dynamic nature of these conflicts and the rapid changes in alliances.

4. "The abuser"

Sometimes a charismatic individual causes conflict by misusing their power or influence.

5. "Silos"

Multiple teams work against each other, wasting money and affecting the organization's effectiveness (TCM, 2020).



UNDERSTANDING AND MANAGING CONFLICT

Conflict happens regularly and frequently costs people and organisations a lot of money.

Research demonstrates that conflict management skills may be learnt, even though conflict is frequently avoided or handled badly.

Numerous studies attest to the fact that both the organisation and the individuals profit when conflict is effectively resolved (Overton and Lowry, 2013).



UNDERSTANDING AND MANAGING CONFLICT

Why Should teams welcome conflict?

Embracing conflict doesn't mean agreeing with chaos. It is about recognizing the potential for conflict to ignite innovation and creativity (Barnes,2023).



UNDERSTANDING AND MANAGING CONFLICT

Constructive conflict management

The goal is to resolve a problem in a way that both parties can agree upon.

This style of conflict management is characterized by open communication, active listening, and a willingness to compromise.

People who use this approach in their teams can resolve conflicts in a way that strengthens relationships and promotes collaboration.

By focusing on finding common ground, individuals can produce solutions that benefit everyone involved (Chaudhary and Arora, 2023).



UNDERSTANDING AND MANAGING CONFLICT

When handled correctly, conflict in teams can be constructive as it helps reach better solutions, bring new ideas and acknowledge different perspective.

This will increase the teams trust and help building relationships (Castrillon, 2023).



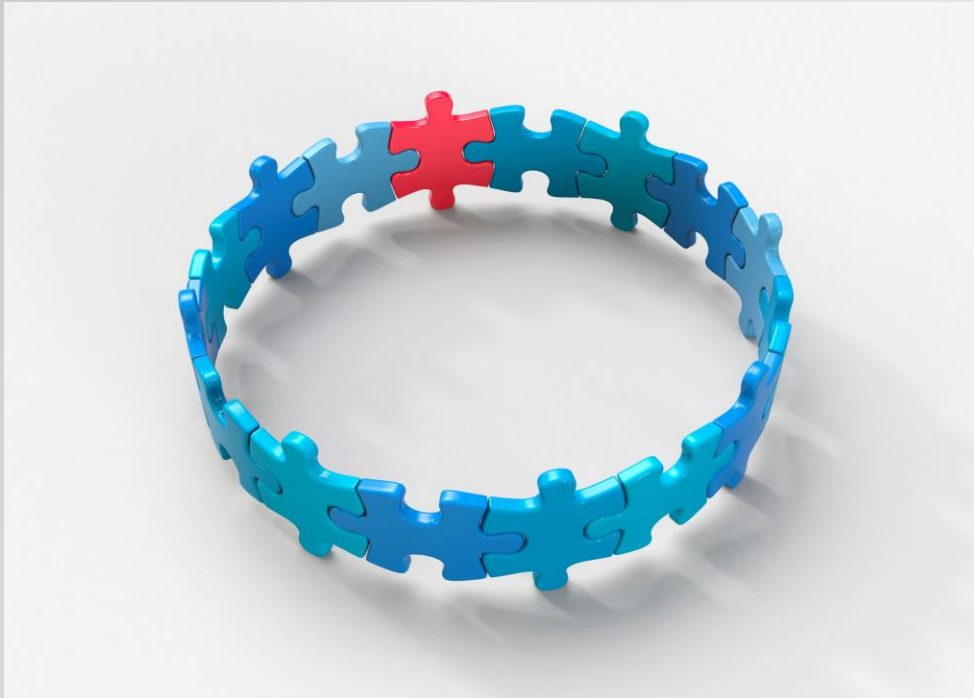
RELATIONSHIPS

Relationships are critical to our mental health.

People who have strong, good, and supportive relationships are more likely to be happier and Healthier (NGS, 2024).



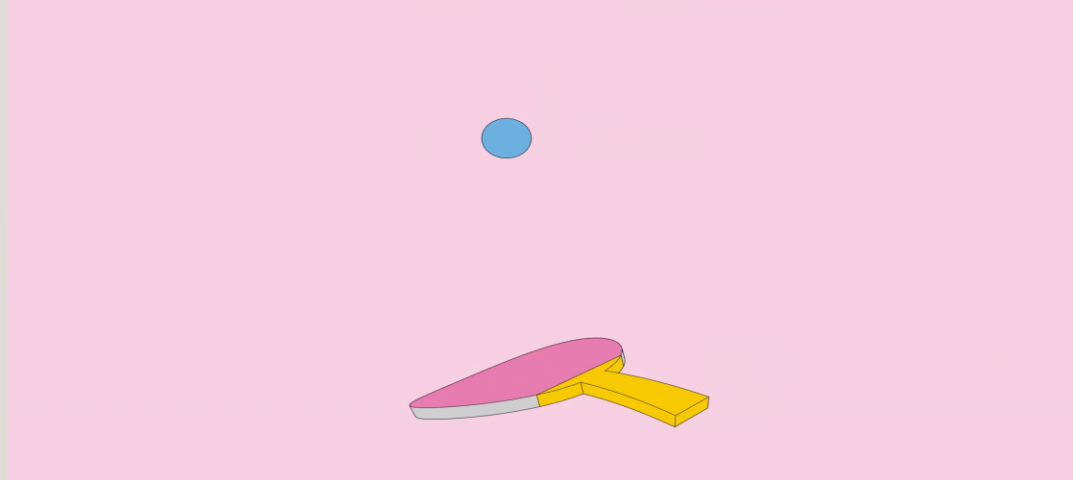
RELATIONSHIPS AT WORK AND IN TEAMS



A lot of research has shown that close connections at work are important for high-performing teams because they meet our basic psychological need to belong (Healthdirect ,2024).

BUILDING RELATIONSHIPS

“KNOW, LIKE ,TRUST” (Johnson ,2023).



BUILDING RELATIONSHIPS



“Relationships must be prioritized over results”
(Kaufman, 2022).

BUILDING RELATIONSHIPS

“You’ve not arrived
until you’ve spoken”
– Nancy Kline

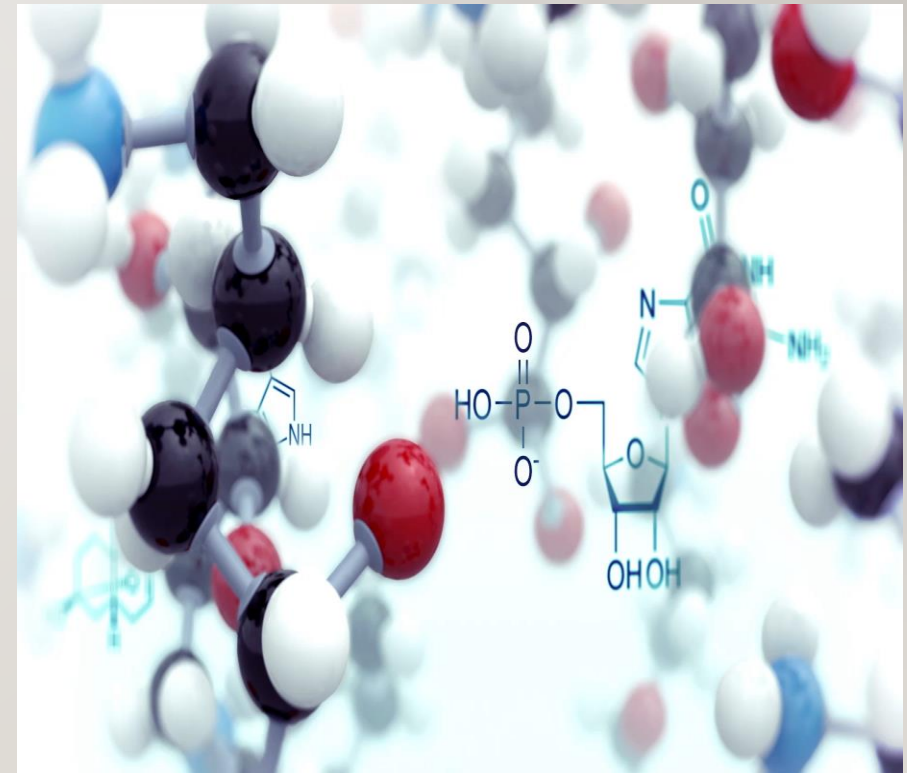


<https://www.speechace.com/speaking-test/>

BUILDING RELATIONSHIPS

Everyone is different!

Understanding other people's different points of view allows us to view situations and things through their lens, known as perspective taking (Cooke et al., 2018)

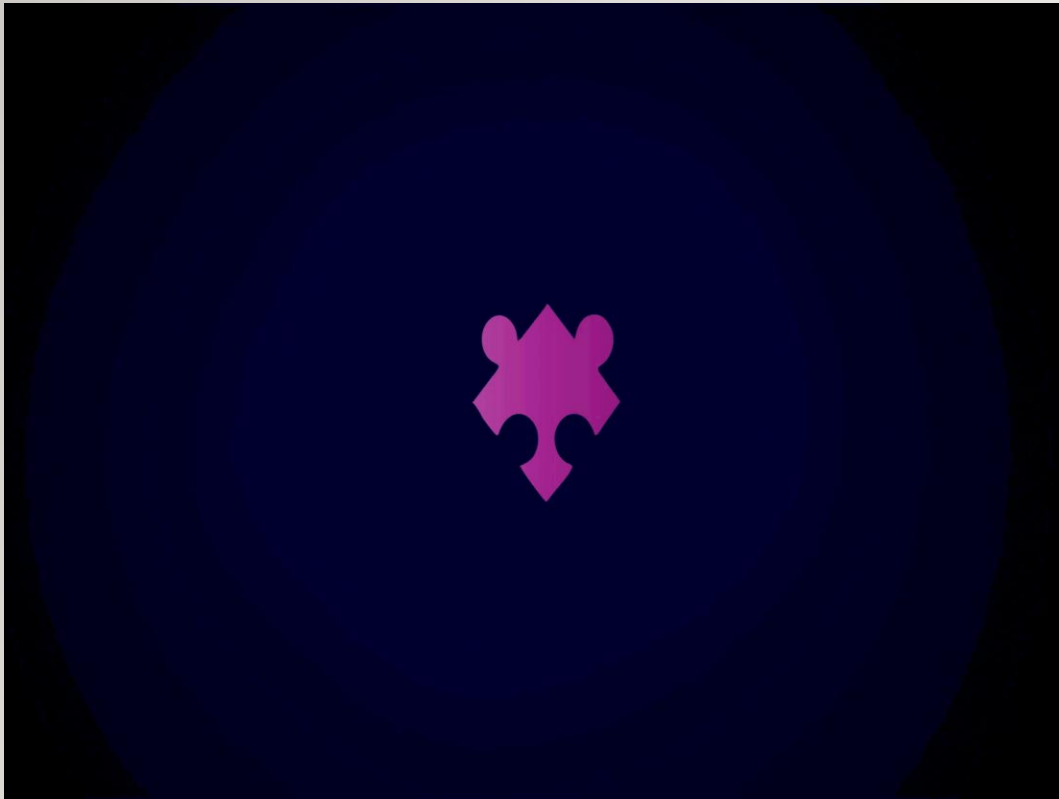


IMPORTANCE OF COLLABORATION

Collaboration is more than just working together; it is about combining diverse skills, ideas, and perspectives to achieve something greater than what we could achieve individually.



IMPORTANCE OF COLLABORATION



The Power of Diverse Perspectives

One of the first and most important benefits of collaboration is the diversity it brings.

When people come together, they bring different experiences, backgrounds, and ways of thinking (Katzenbach, 2020).

IMPORTANCE OF COLLABORATION

Collaboration improves problem solving. When faced with a challenge, the collective intelligence of a group is greater than the intelligence of an individual (Ancona, 2020).



IMPORTANCE OF COLLABORATION

Learning and Development Opportunities

Collaboration fosters continuous learning. Working with others exposes you to new skills, new tools, and new ways of thinking that you may not have encountered before (West, 2021).

Increased Efficiency and Productivity

Collaboration promotes delegation of tasks, which increases overall efficiency and productivity (Edmondson, 2021).



IMPORTANCE OF COLLABORATION

Building Stronger Relationships and Trust

Collaboration is not just about achieving outcomes; it's also about building strong relationships (Schein, 2022).

Real-World Examples

The importance of collaboration is evident in many real-world examples. Look at major tech companies like Google or Apple.

These companies thrive because of their collaborative cultures, where different departments—engineering, design, marketing—work together seamlessly. Innovation in these companies doesn't come from isolated genius but from a collective effort (Heffernan, 2018).



IMPORTANCE OF COLLABORATION

In conclusion, collaboration is more than just a way to get work done—it's an essential tool for growth, creativity, and success.

Whether you're working in a team at work, engaging in a community project, or even in personal relationships, collaboration enables you to tap into the collective power of others to achieve shared goals.



THANK YOU!



REFERENCE LIST

Ancona, D.G., 2020. Leading teams: Setting the stage for collaboration and innovation. MIT Sloan Management Review, 61(4), pp .45-50.

Benna, S. (2015). *7 communication skills all successful leaders have mastered*. World Economic Forum. Available at: <https://www.weforum.org/stories/2015/07/7-communication-skills-all-successful-leaders-have-mastered/> (Accessed 26 Nov. 2024).

Brigden, B. (2024). *Leadership & Teamwork: 10 Ways Leaders Can Help Their Teams*. Available at: <https://www.teamwork.com/blog/10-ways-leaders-teams/> (Accessed 25 Nov 2024).

Castrillon, C. (2023). *Why Healthy Workplace Conflict Is Productive*. Forbes. Available at: <https://www.forbes.com/sites/carolinecastrillon/2023/04/23/why-healthy-workplace-conflict-is-productive/> (Accessed 20 November 2024).

Chaudhary, S. and Arora, N. (2023). *Turning Conflict into Collaboration: The Power of Constructive Conflict Management for Your Team*. *Journal of Population Therapeutics and Clinical Pharmacology*, 30(15), pp.54–66. doi:<https://doi.org/10.47750/jptcp.2023.30.15.006>.



REFERENCE LIST

Cooke, A., Bazzini, D.G, Curtis, L. and Emery, L. (2018) *Empathic Understanding: Benefits of Perspective-Taking and Facial Mimicry Instructions are Mediated by Self-Other Overlap*

Available at: <https://pmc.ncbi.nlm.nih.gov/articles/PMC6029866/>

(Accessed 23 November 2024)

Covey, S.R (2006) *Habit 5: Seek First to Understand, Then to be Understood*. Franklin Covey Co. (Audiobook).

DDI Team (2023). *How to Delegate Work and Why It's Important for Leaders..*

Available at: <https://www.ddiworld.com/blog/how-to-delegate-work>

(Accessed 26 Nov. 2024).

Duck, S. and McMahan, D.T., 2016. *Communication in everyday life: The basic course edition with public speaking*. Sage Publications.

Edmondson, A. (2018). *How to turn a group of strangers into a team*.

Available at: https://www.ted.com/talks/amy_edmondson_how_to_turn_a_group_of_strangers_into_a_team?subtitle=en

(Accessed 26 Nov. 2024).

Edmondson, A.C., 2019. The fear of failure and how to overcome it in teams. *Harvard Business Review*, 97(4), pp.55-62.

REFERENCE LIST

Ellis, J. (2024). *The four leadership styles*.

Available at: <https://www.thecorporategovernanceinstitute.com/insights/lexicon/four-leadership-styles/> (Accessed 26 Nov. 2024).

Elleström, L., 2018. A medium-centered model of communication. *Semiotica*, 2018(224), pp.269-293.

Fraser, K. (2024). *Effective teamworking: can functional flexibility act as an enhancing factor?: An Australian case study* 16(1/2).

Available at: doi: <https://doi.org/10.1108/13527591011028933>

(Accessed 26 Nov. 2024).

Heffernan, M., 2015. The Power of Social Networks: Building Collaboration and Innovation.

Available at: https://www.ted.com/talks/margaret_heffernan_dare_to_disagree

(Accessed 25 November 2024).

Heffernan, M., 2018. A path to collaboration: How we create the best ideas. *Harvard Business Review*, 96(1), pp.94-101.

REFERENCE LIST

Healthdirect Australia Limited (2024). Building and maintaining healthy relationships. Available at: <https://www.healthdirect.gov.au/building-and-maintaining-healthy-relationships#:~:text=other%20important%20matters-,What%20are%20the%20benefits%20of%20healthy%20relationships?,difficult%20times%20in%20your%20life> (Accessed 23 November 2024).

Johnson, T (2023) Know Like Trust (KLT) Available at: <https://www.linkedin.com/pulse/know-like-trust-klt-trevor-johnson/> (Accessed 23 November 2024).

Katzenbach, J.R., 2020. Teamwork: A practical guide to collaboration. MIT Sloan Management Review, 61(3), pp.22-29.

Kaufman, S. (2022) *Why building Relationships is essential to business success*. Available at: <https://www.forbes.com/councils/forbesbusinesscouncil/2022/06/06/why-building-relationships-is-essential-to-business-success/> (Accessed: 28 November 2024).

Kline, N., (1999) Time to think: Listening to ignite the human mind. Hachette UK.

Leadership Academy (2018). Leadership on a Submarine. Available at: <https://www.youtube.com/watch?v=HYXH2XUfhfo> (Accessed 26 November 2024).



REFERENCE LIST

McAnany, E.G., 2014. Wilbur Schramm: beginnings of the "communication" field. Communication research trends, 33(4), p.3.

Available at: <https://www.proquest.com/openview/fb1e16ce47cb3dc340ac5c75ccf46b07/1?pq-origsite=gscholar&cbl=1576344>.

Muyanga, C.C. and Phiri, J., 2021. Assessment of effective communication in international schools in developing countries based on Berlo's SMCR model. Open Journal of Business and Management, 9(01), p.448. Available at: https://www.scirp.org/html/24-1531639_106967.htm.

NGS (2024). Maintaining healthy relationships and mental wellbeing.

Available at: <https://www.nhs.uk/every-mind-matters/lifes-challenges/maintaining-healthy-relationships-and-mental-wellbeing/#:~:text=People%20with%20healthy%2C%20positive%20and,such%20as%20stress%20and%20anxiety> (Accessed 23 November 2024).



REFERENCE LIST

Overton, A. and Lowry, A. (2013). Conflict management: Difficult conversations with difficult people. *Clinics in Colon and Rectal Surgery*, 26(4), pp.259–264. doi:<https://doi.org/10.1055/s-0033-1356728>.

Owen, J. (2020). *LEADERSHIP SKILLS HANDBOOK: 101 essential skills you need to be a leader*. 5th ed. Available at: <https://ebookcentral.proquest.com/lib/trinity/detail.action?docID=6358504&pq-origsite=primo#> (Accessed 26 Nov. 2024).

Perkovic, M. (2023). *What Makes For An Effective Leadership Style?* Available at: <https://www.forbes.com/councils/forbesbusinesscouncil/2023/03/21/what-makes-for-an-effective-leadership-style/> (Accessed 26 Nov. 2024).

Ristic, N. (2019). *What exactly is a team?* Available at: <https://www.linkedin.com/pulse/what-exactly-team-nikola-ristic> (Accessed 26 Nov. 2024).



REFERENCE LIST

Schein, E.H., 2022. Organizational culture and leadership: A journey toward collaborative success. 6th ed. Wiley.

Setiawan, S. and Hidayah, N., 2023. The Analysis of Financial Report Effectiveness through Berlo Communication Model: A Case Study of PT Megah Sembada Industry, Indonesia. Asian Journal of Economics, Business and Accounting, 23(21), pp.232-240. Available at:
<http://eprints.go2submission.com/id/eprint/1969/1/Setiawan23212023AJEBA107641.pdf>.

Smith, J. (2023). Two thirds of employees have experienced significant workplace conflict. [online] Workplace Insight. Available at: <https://workplaceinsight.net/two-thirds-of-employees-have-experienced-significant-workplace-conflict> (Accessed 20 November 2024).

The TCM Group (2022). The 5 common types of team conflict | The TCM Group.TCM US. Available at:
<https://thetcmgroup.com/2020/04/04/the-5-common-types-of-team-conflict/>
(Accessed 20 November 2024).



REFERENCE LIST

West, M.A., 2021. Collaboration and creativity in teams. In: M. Shalley, H. Zhou, and C. Cummings, eds., The Oxford Handbook of Creativity, Innovation, and Entrepreneurship. Oxford University Press, pp. 404-419.

YEC (2024). Council Post: Embracing Conflict For Stronger Teams. Forbes. Available at: <https://www.forbes.com/councils/theyec/2023/12/27/embracing-conflict-for-stronger-teams/> (Accessed 20 November 2024).