

STEPS INTRODUCING EFFECTIVE TEAM WORKING AND COMMUNICATION BMSW4002
UNIVERSITY OF WALES TRINITY TRINITY SAINT DAVID

WEEK 10 GROUP PRESENTATION
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Introduction to the Team Working

Benefit of team working: Sabrina

Stages of team development: Siobhan

Team roles: Ruth

Managing conflicts: Kiara

Successful team development: Siobhan, Ruth, Kiara, Sabrina



BENEFITS OF TEAM WORKING

- A Team is expected to share everyone's competences and skills to reach a goal.
- **There is no “I” in a Team, a team is "we".** (Half, 2021)
- Working together means “us” as a team and “us” as a company.
- Working in team benefits everyone. Everyone learns and gives:
 - Sharing problems and finding solutions,
 - improving problem solving skills,
 - sharing knowledges and experiences
 - improving communication skills
 - boosting individual confidence



BENEFIT TO THE COMPANY AND CUSTOMERS:

Responsibilities are better shared or assigned from a manager in relation of each one competence this helps to:

- Achieve more in less time

- reach the company' s goals and

- improve the mood in the company.

Every specific task can be distributed transferring responsibilities between team members or external collaborator.

Investing in a good Team working, internal or external, give to every business the insurance to achieve goals more quickly and in less time (Udoagwu, 2021) :

- Trust on team working

- Trust on people having team working skills

- Trust on professional team working

Benefit to the team

- Everyone working in a team can increase in job satisfaction, rise the personal profile and the pressure on just one individual is highly reduced.
- Strengths and weaknesses of each other are well compensate working in a Team. .
- Everyone gives and learn at the same time contributing with personal competences and knowledge. (Half, 2021)



- **Together**
- **Everyone**
- **Achieves**
- **More**

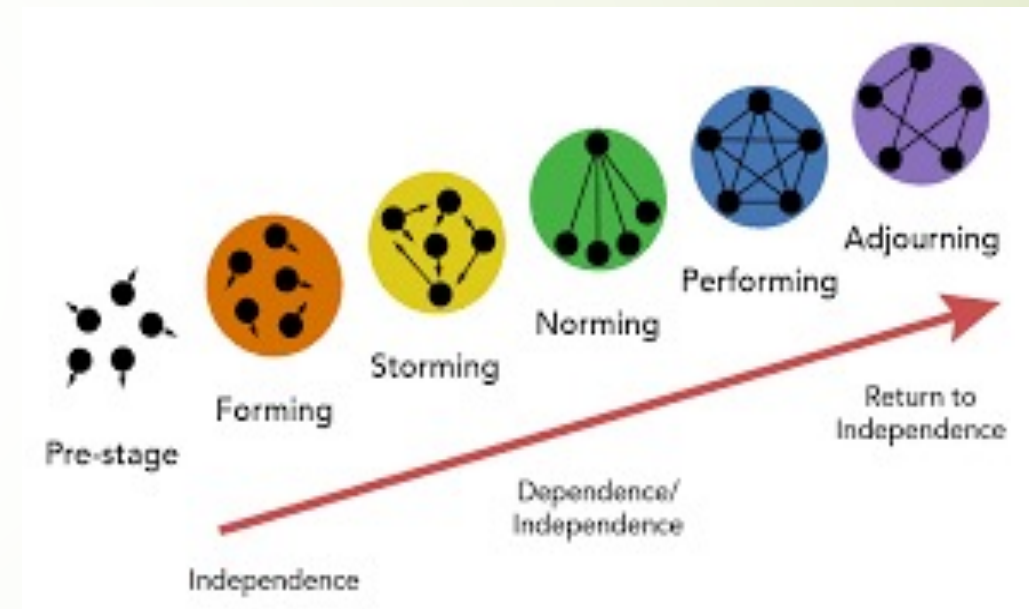


➤ STAGES OF TEAM DEVELOPMENT

- According to Bruce Tuckman there are 5 stages of team development such as: Forming, Storming, Norming, Performing and Adjourning (Termination/Ending.) These are the 5 stages teams go through before they reach their main end goal.
- **FORMING:** In the forming stage the team members are usually shy seen as they are all meeting for the first time. Introduction is important because the team have no connection with each other introduction breaks the ice and allows them to be more comfortable with each other.

STAGES OF TEAM DEVELOPMENT

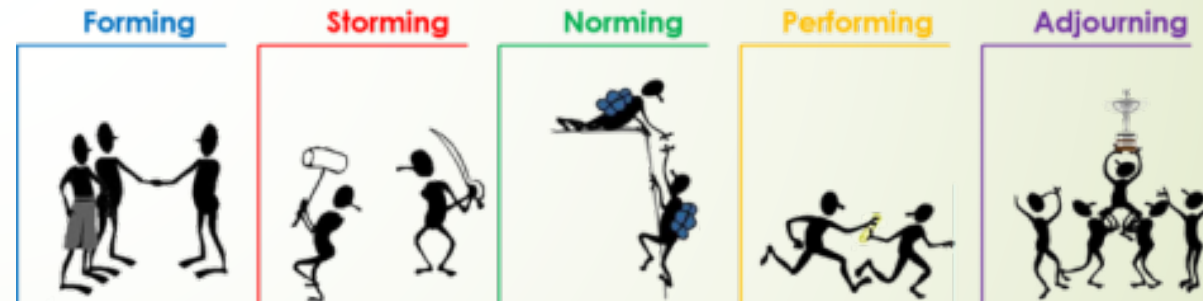
- **NORMING:** The norming stage is when the team start to become more confident, purpose and roles are understood. The team start to become more engaged and and start to participate. They also begin to exchange their views.
- **PERFORMING:** Once the team get to the performing stage each team member are highly motivated, they trust each other much more and show consistent performance.



STAGES OF TEAM DEVELOPMENT

- **ADJOURNING (Termination/Ending):** Lastly the adjourning stage is when the team have met their main end goal and now split up. During this stage the team members are sad seen as they have no made a connection with each other.
- **STORMING:** During the storming stage some team members start to show lack of participation, high emotions, competition and conflict starts to occur. In this stage all members want a large role.

- **WHAT DOES TUCKMAN'S THEORY SHOW?:** Tuckman's five stages of team development show team growth, there is no time frame on how long each team are in each stage.





Belbin 9 team roles

1. Action oriented roles

- **SHAPER:** challenges the team to improve
- **IMPLEMENTER:** puts ideas into actions
- **COMPLETER/FINISHER:** ensures thorough timely completion

2. People oriented roles

- **COORDINATOR:** act as chair person
- **TEAMWORKER:** encourage cooperation
- **RESOURCE INVESTIGATOR:** explores outside opportunities

3. Thought oriented roles

- **PLANT:** present new ideas and approaches
- **MONITOR EVALUATOR:** analyse the options
- **SPECIALIST:** provide specialized skills



Definition of team roles

- - Understanding your team's strength
 - Determine what needs to get done
 - Meet to discuss priorities on an ongoing basis
- - Give people ownership over specific area
- - Ask employees about their long-term goals
- - Align roles and responsibilities with their goal

MANAGING CONFLICT



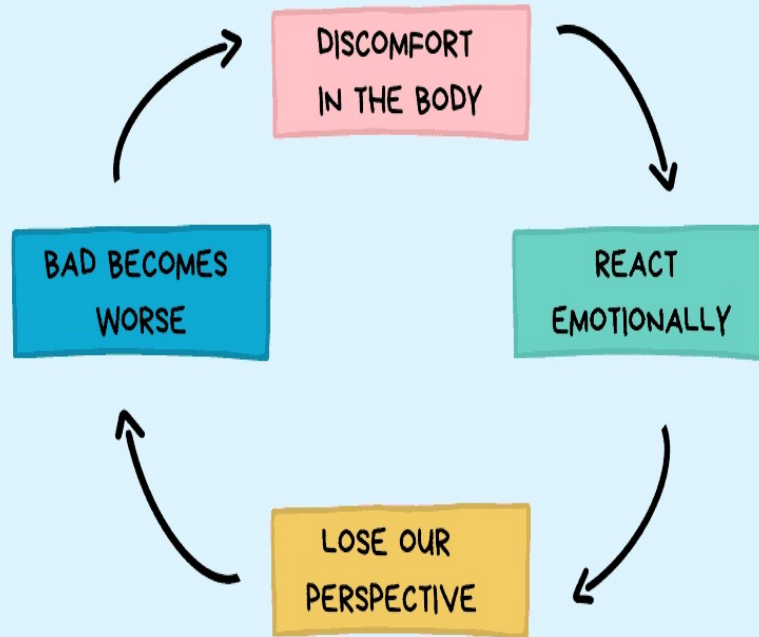
- Conflict is defined as a serious disagreement or argument, particularly in a group. It is quite inevitable for problems to arise in the workplace, but it's how you deal with them that affects the rate of success in the business and most importantly teach you some skills that can be taken on in life.
- As mentioned earlier there is no 'I' in team, team is an inclusive term. Although working in a team is good, problems are quick to arise as you are now mixing with individuals with different personalities, cultures, beliefs and values. This leads to the first complication during the forming and storming stages. Naturally, people are going to have different ideas and perspectives which may not necessarily be what you like or want. But together, these types of obstacles can be overcome and here's how.



MANAGING CONFLICT

- As I've stated, conflicts in teams are natural. So having a basic guideline as to how to deal with them is extremely beneficial to any business.
- In this case, I will be discussing the theory of Thomas Kilman. This theory suggests that conflict is a condition where people's concerns couldn't be compared. If multiple people care about something that is contradictory to each other, then it is conflict. There are 5 modes of managing conflict according to Kilman. These are, competing, accommodating, avoiding, collaborating and compromising.
- **COMPETING** - Competing is an assertive stage. This is the part where the problem is being addressed on the accord of one person. In other words, it is giving the people the opportunity to say their own perspectives of the event. However, as mentioned earlier, this is an assertive mode. It simply means defending your individual beliefs and trying to make yourself look like you're not in the wrong. This usually happens when you take the person(s) to the side and ask them 'What happened.' You'd usually find that some make themselves look better than the other.
- **ACCOMMODATING** - Following orders/rules that you do not necessarily agree with is a sign of accommodating. Naturally, during conflict, individuals will always try and make themselves seem like the better person. As stated above, people will always defend their feelings, beliefs and values. And Accommodator is more of a selfless being. They are willing to forth-put the feelings of others before their own to solve a situation. Accommodating is both acceptive and co operative. It is a good way to silence the issue however it doesn't solve it. The person is literally putting the situation to bed.

CONFLICT



- **AVOIDING** - Avoiding is the opposite of competing. Avoiding is the stage where an individual neither addresses their own issue or the issue with the other person. They completely ignore the situation. This mode is sometimes quite unassertive and uncooperative
- **COLLABORATING** - The collaborating mode is the most beneficial mode in the Kilman theory of conflict. This is the idea that the two or more individuals in the conflict go on a quest to find out why the problem have arisen. It is when you deep dive into an issue to locate the root and work with the opposite to find the solutions. Efforts have to be voluntary for it to be collaborating. This mode is both assertive and cooperative. It involves striving to look for creative answers to interpersonal issues and enriching yourself from the other person's insights.
- **COMPROMISING** - The final mode on the Kilman theory is the compromising mode. This falls right in the middle of the scale of assertiveness and co operating. This usually satisfies all parties in conflict as you have come to a mutually ground/understanding that a situation has risen and needs to be solved. It addresses rather than direct an issue. This is a very common mode, as usually for conflict to settle down, parties have to come to a common ground. In certain situations, compromising might involve seeking middle-ground solutions, providing concessions, or looking for a quick solution that provides some way forward from the impasse.
- Overall, conflict is a complex thing and there are plenty of ways to fix it. People are never going to be the same and until then, there will always be some sort of issue. However, learning the modes and how to minimize them may help the business significantly.

SUCCESSFUL TEAM DEVELOPMENT

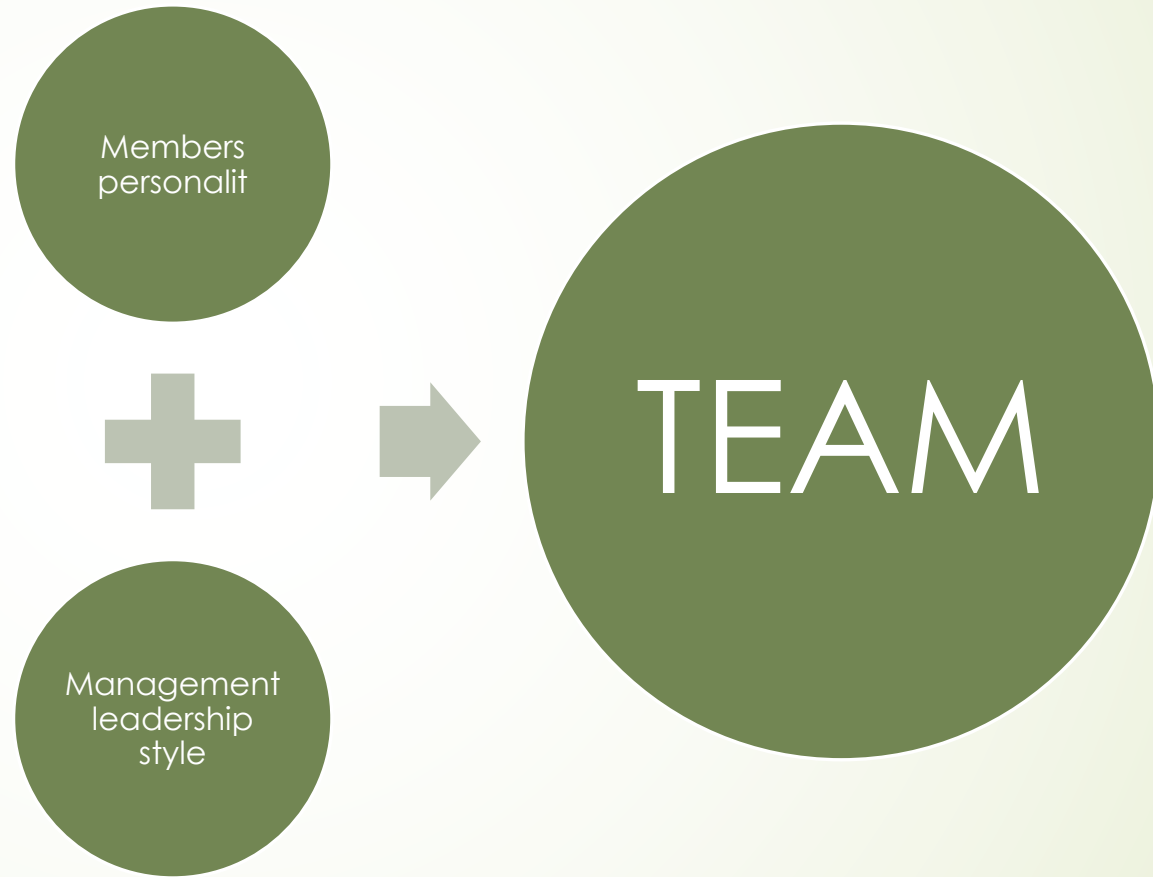


- Successful team development starts with set goals, strong leadership, good communication and defined goals. Each team member sharing their ideas engaging and supporting each other all lead to successful team development
- There are plenty of outcomes due to successful team development. One of them can be having an idea of how to deal with similar conflicts that may arise in the future. Because you have now experienced whatever conflict has arisen, you will now be equipped to overcome this specific situation.

Successful team development

A team depends on two factors:

- **The members personality and**
- **The management style**



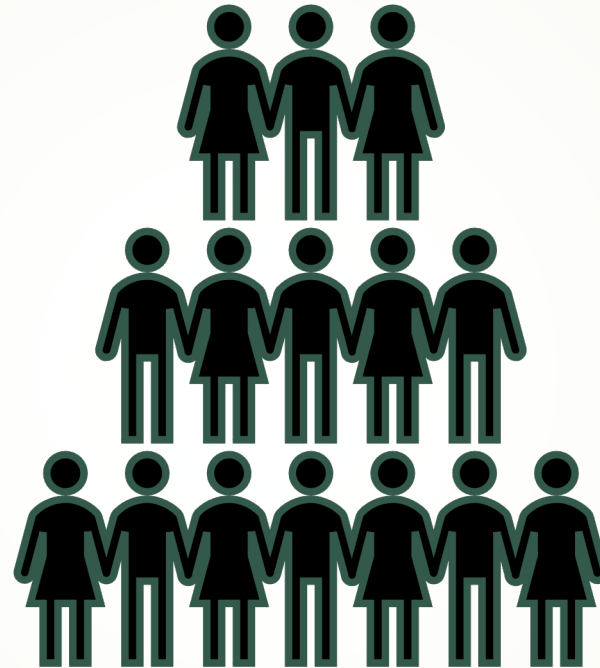
Four essential ingredients to make a successful team



➤ A successful Team is more than a group of people with the right mix of professional skills.

➤ “Find the right people at the right time” (Turner, 2013}

➤ Set your goals





References



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