

EFFECTIVE TEAM WORK AND COMMUNICATION

BMSW4002 – GROUP PRESENTATION

Carmen-Mariana Cheta (Benefits of Team Working)

Victoria Mihai (Stages of Team Development)

Sumairaa Fiddah (Team Roles)

Andrada Stoica (Managing Conflicts)

Abdul Chowdhury (Successful Team Development)



INTRODUCTION

TEAM Definition

Carmen-Mariana Cheta (2123761)

T - Together

E - Everyone

A - Achieves

M - More

- A group of people with various skills who work together to accomplish their goals. (Maund et al 2017)
- A team's essence is shared commitment.
- They can motivate each other and collaboratively resolve problems. (Katzenbach and Smith (2005 p.3)



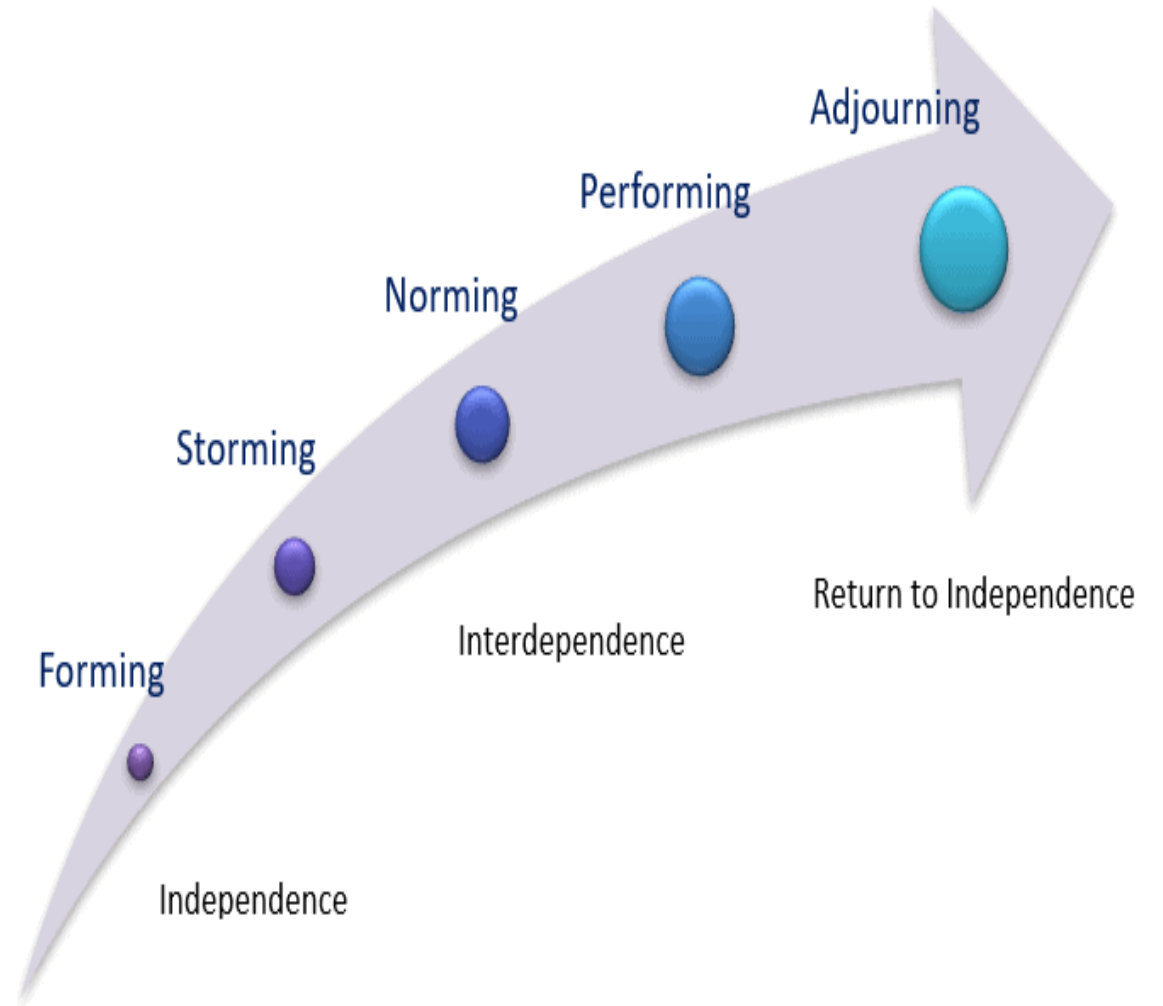
Benefits of Team Working

Carmen-Mariana Cheta (2123761)

- Increase productivity
- Establish strong relationships
- Increases innovation
- Improves morale for team members
- Attracts more talent
- Increases creativity
- Less mistakes
- More chances of success
- Advancement in personal career

Stages of Team Development

Victoria Mihai (2123280)



What are the stages of Team Development?

- ▶ The "Forming-Storming-Norming-Performing Model"—which describes the first four phases of group development—was developed in 1965 by American psychologist Bruce W. Tuckman.
- ▶ These phases are essential and inevitable for a team to develop, meet difficulties, address issues, and come up with answers plan work and procedure results.

(Stein, 2019)



The five stages of group growth are:-

1. The Forming Stage is primarily defined by a focus on teams.
2. The Storming Stage, which is primarily marked by a power conflict
3. The Norming Stage, is primarily marked by collaboration, integration, and unification.
4. The Performing Stage - mostly distinguished by general synergy.
5. The Concluding Stage, is primarily defined by a sense of completion.

(Kojic, 2021)

The required steps for group development:-

The following steps must be completed by a team, in Tuckman's opinion:

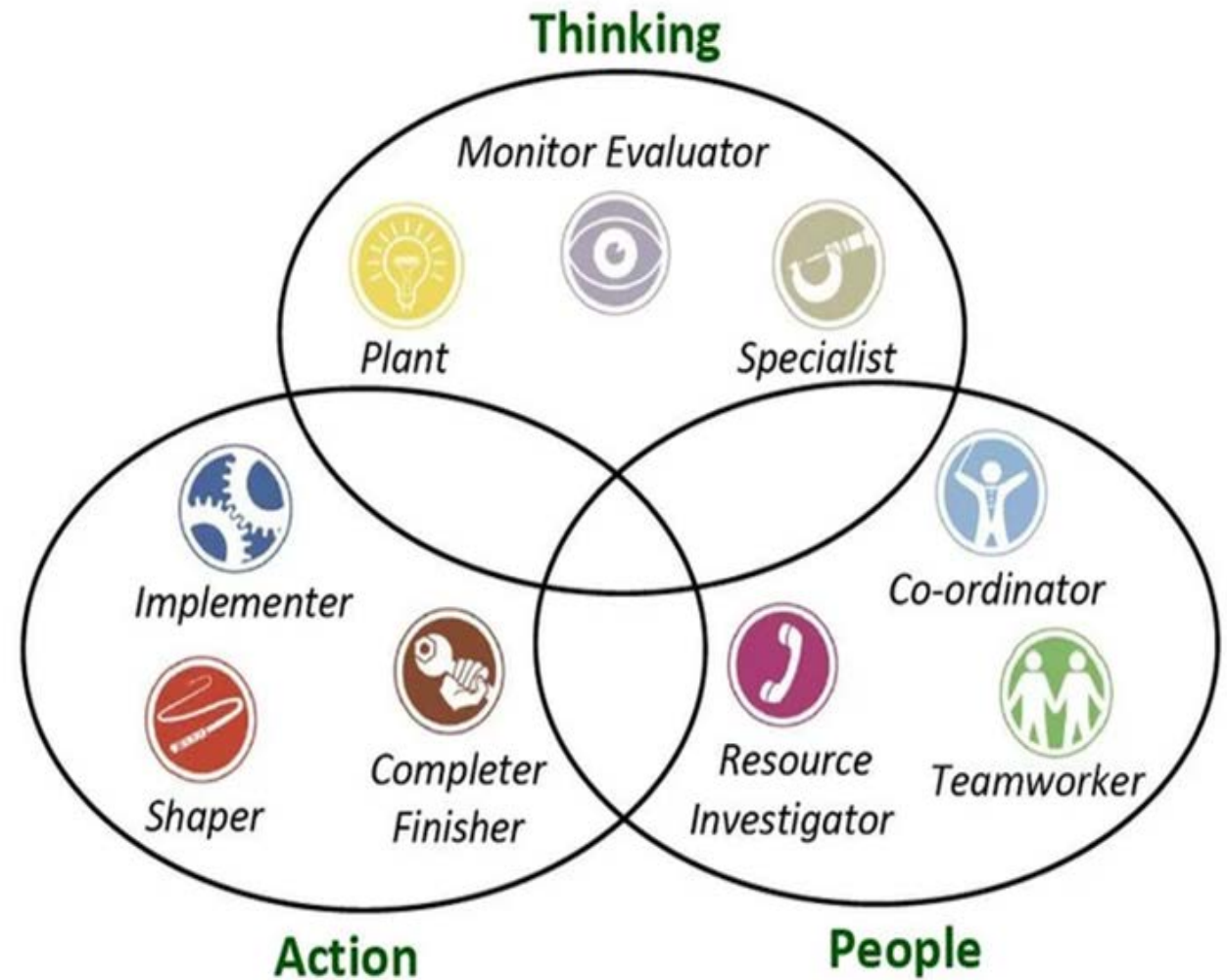
- ➡ Expand and advance
- ➡ Confront difficulties
- ➡ Encounter issues
- ➡ Come up with remedies for the issues and difficulties mentioned
- ➡ Organize and improve both their individual and group workflows
- ➡ Accomplish their anticipated project goals

(Kojic, 2021)

Team Roles

Sumaira Fiddah (2123927)

BELBIN TEAM ROLES THEORY



THINKING ROLES	CONTRIBUTIONS	ALLOWABLE WEAKNESSES
 <i>Plant</i>	CREATIVE VISION CREATES NEW IDEAS SOLUTIONS TO PROBLEMS	MAY BE TOO OCCUPIED MAY OVERLOOK MINOR INCIDENTALS
<i>Monitor Evaluator</i> 	STRATEGIC THINKING LOGICAL ASSESS ALL OPTIONS AND JUDGES PRECISELY	MAY BE EXCESSIVELY CRITICAL MIGHT LACK ABILITY TO INSPIRE OTHERS
 <i>Specialist</i>	DRIVEN SELF-MOTIVATED EXPERT KNOWLEDGE AND SKILLS	FOCUSES ON TECHNICALITIES LIMITED TO EXPERTISE

PEOPLE ROLES	CONTRIBUTIONS	ALLOWABLE WEAKNESSES
 <i>Resource Investigator</i>	PASSIONATE AND ENGAGING LOOKS AT OPPORTUNITIES AND BUILDS RAPPORT	MIGHT BE OVERLY OPTIMISTIC CAN LOSE ENTHUSIASM ONCE INITIAL EXCITEMENT PASSED
 <i>Teamworker</i>	DIPLOMATIC AND SUPPORTIVE GOOD LISTENER AND PREVENTS FRICTION	INDECISIVE UNDER PRESSURE AVOIDS CONFLICTS AND ADDRESSING ISSUES
 <i>Co-ordinator</i>	RESPONSIBLE IDENTIFIES ABILITIES AND GOALS	MIGHT COME ACROSS MANIPULATIVE DELEGATES OWN SHARE OF WORK

ACTION ROLES	CONTRIBUTIONS	ALLOWABLE WEAKNESSES
	SUCCEEDS UNDER PRESSURE DETERMINED TO TACKLE OBSTACLES	PRONE TO CHALLENGING THINGS MAY OFFEND PEOPLE
	PRATICAL AND PROACTIVE PUTS IDEAS INTO ACTIONS EFFICIENTLY	INFLEXIBLE MAY NOT RESPOND QUICKLY TO NEW OPTIONS
	REVIEWS AND PREVENTS ERRORS QUALITY CONTROL	CAN WORRY UNNECESSARILY UNWILLING TO DELETAGE TASKS

Managing Conflicts

Andrada Elena Stoica (2119163)

Our initiative is to understand and build workplaces where people can be very authentic and unique, stronger in terms of communication without fear of conflict or strife.



Conflicts can appear from numerous cases:-

- Misunderstanding
- Feeling/being ignored
- Stress
- Low capacity for the task
- Authority issues
- Strong personalities





How can Conflict be Managed?



Competition



Collaboration



Compromise



Avoidance



Accommodation

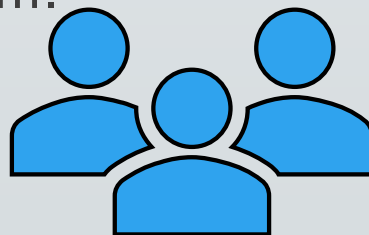
Thomas, K. W., and Kilmann, R. H. The Thomas-Kilmann Conflict Mode Instrument

Successful Team Development

Abdul Chowdhury (2119999)

DEFINITION:

- It is suggested that the team who works well together to accomplish a goal quickly and efficiently are called a successful team.
- It also reflects on the leadership who steers the team to achieve the end results and make the project successful.
- Communication, Co-operation, Co-ordination are the key skills for a successful team work also setting up clear visions and goals.
- **SMART** (Specific, Measurable, Achievable, Relevant, Time-bound) and **SOSTAC** (Situation, Objectives, strategy, tactics, Action and Control) objectives are also a triumph to develop an effective team.



Steps to build a strong team

The objective of creating a team is to deliver a framework that will increase the ability of employees to participate in developing, challenge-solving, and determination to serve up customers.

There are few visions of teamwork:-

- Increased contribution to problem-solving and decision making
- More ownership of decisions, processes and changes
- More ability and willingness to participate in performance, evaluation and improvement
- Share your vision – the ultimate goal for the business with the team and have a clear route map to take you all there
- Have a plan to deal with conflicts that may arise in the course of team working
- Establish simple, logical and repeatable ways of working (systems) and train your team to follow them
- Get to know every team member as an individual, develop trust, identify their strengths and weaknesses and work their development plans together.

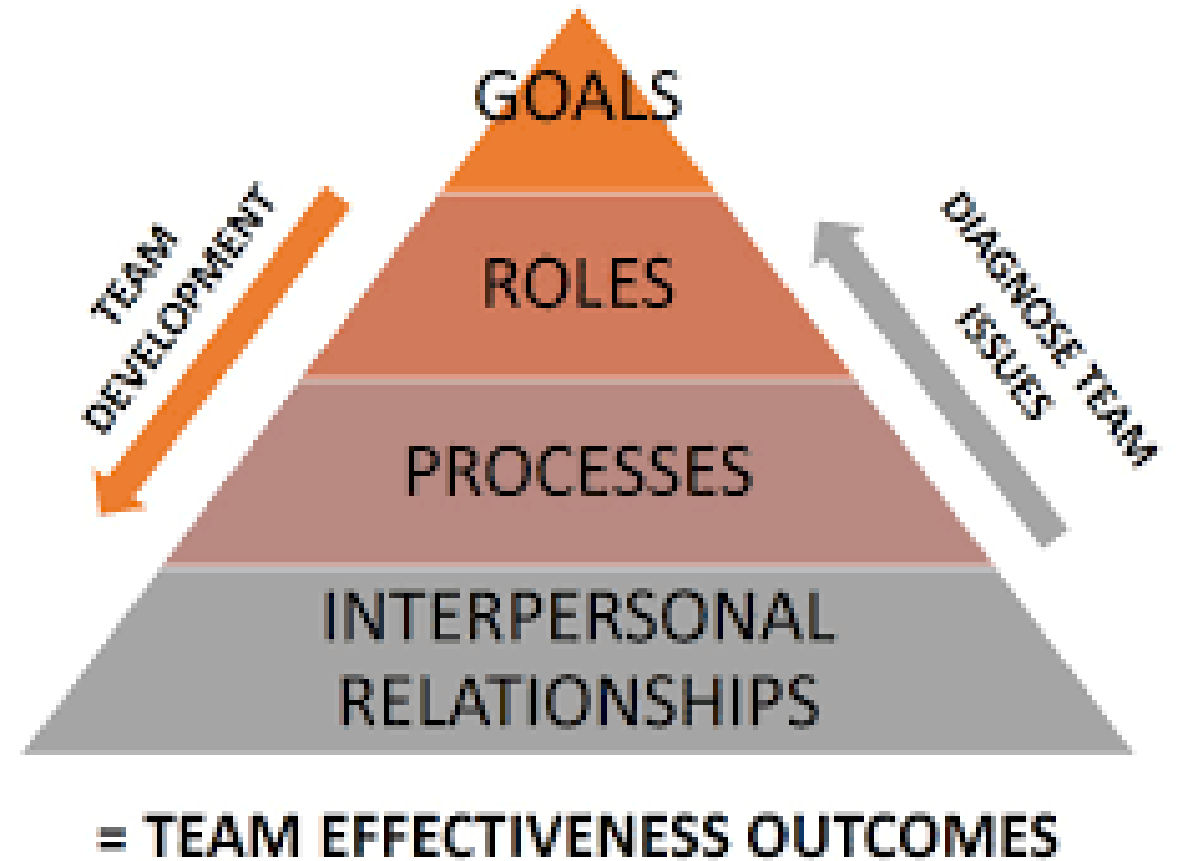


The Model of Team Working

The GRPI model that was first introduced by R. Beckhard (1972) to enable the insight of teamwork.

The diagram is shown:-

GRPI MODEL OF TEAM DEVELOPMENT



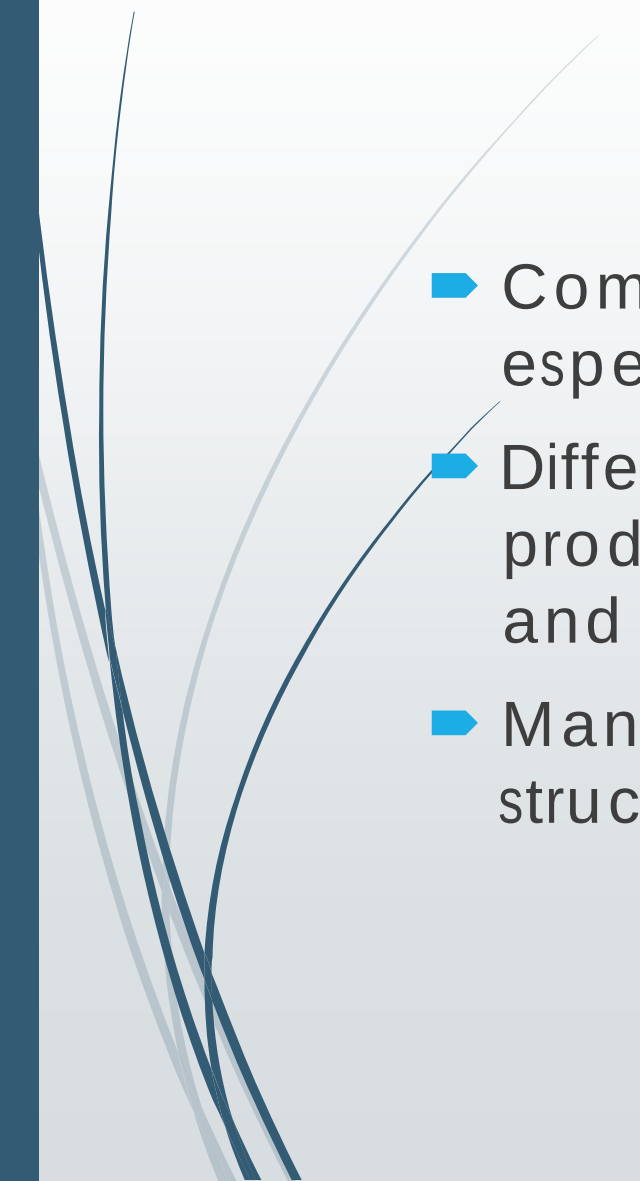
The Evaluation of Framework

GRPI stands for Goals, Roles, Processes, and Interpersonal Relationships which are the four significant aspects of Team Work. These 4 vital rules help the team leaders to deliver the task with efficiency, productivity, and the quality.

- **Goals:** This must be a clear objective in terms of an individual and team goals.
- **Roles:** The entire team should understand their own roles and leader will apply the expertise of team's strengths.
- **Processes:** The team will need a solid decision-making and problem-solving techniques.
- **Interpersonal relationships:** Team performance is based on robust communication, engaging and flexibility amongst team members.



CONCLUSION



- ➡ Communication is essential in everyday life and especially within a work environment.
- ➡ Different personalities can affect the overall team productivity, therefore identifying each person's skills and strengths helps to delegate roles and tasks.
- ➡ Managing conflicts effectively and having a clear structure to achieve goals is important.

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