

A Presentation to Senior Executives of COMPASS Group Ltd.

Topic: How to Improve on Team Work And Communication within COMPASS GROUP Ltd.

Group 2

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Teamworking Benefits

- **Better relationships;**
- **Increase organizational productivity and performance;**
- **Improve commitment and collaboration;**
- **Increase employee moral;**
- **Problem solving and creativity;**
- **Increase interpersonal skills.**





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Teamworking Benefits :

Being a present member and understanding the importance of promoting democracy can also build benefits to each team member:



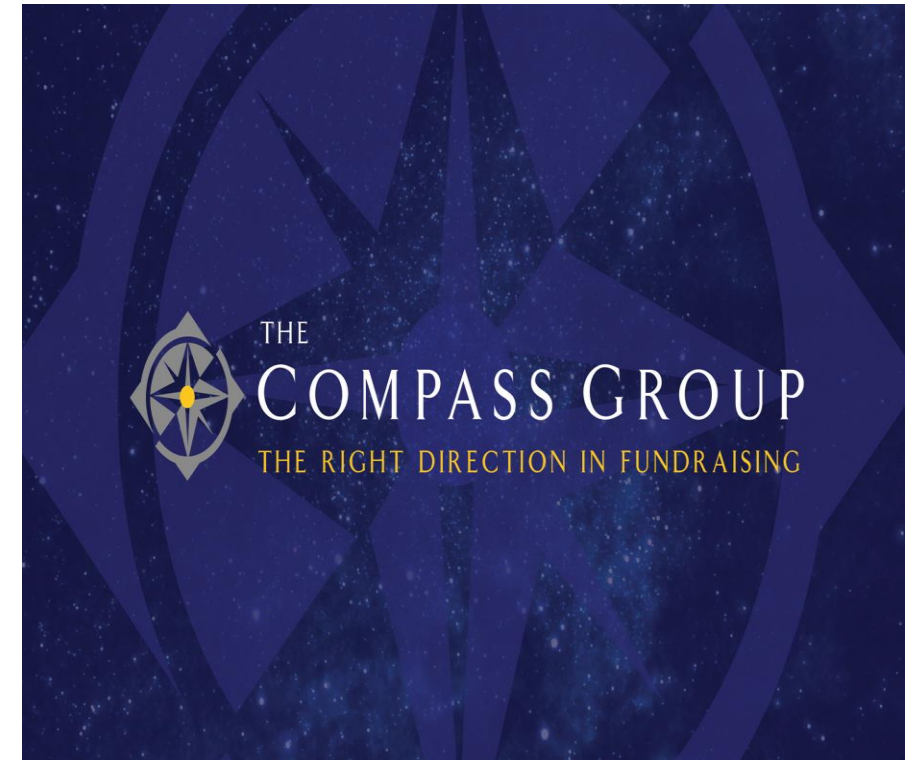
- ✓ **quality of work life;**
- ✓ **motivation and trust;**
- ✓ **reduce stress;**
- ✓ **self-esteem enhancement;**
- ✓ **work satisfaction;**
- ✓ **professional achieves**



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STAGES OF TEAM DEVELOPMENT

1. **Forming:** first contact;
2. **Storming:** conflicts occurs;
3. **Norming:** reconciliation, more co-operations;
4. **Performing:** interdependence, support each others;
5. **Adjourning:** relationships are formed





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TEAM ROLE



- **Coordinator**
- **Implementer**
- **Plant**
- **Monitor/ Evaluator**

Resource Investigator

Team Worker

Shaper

Completer/Finisher



MANAGING CONFLICTS

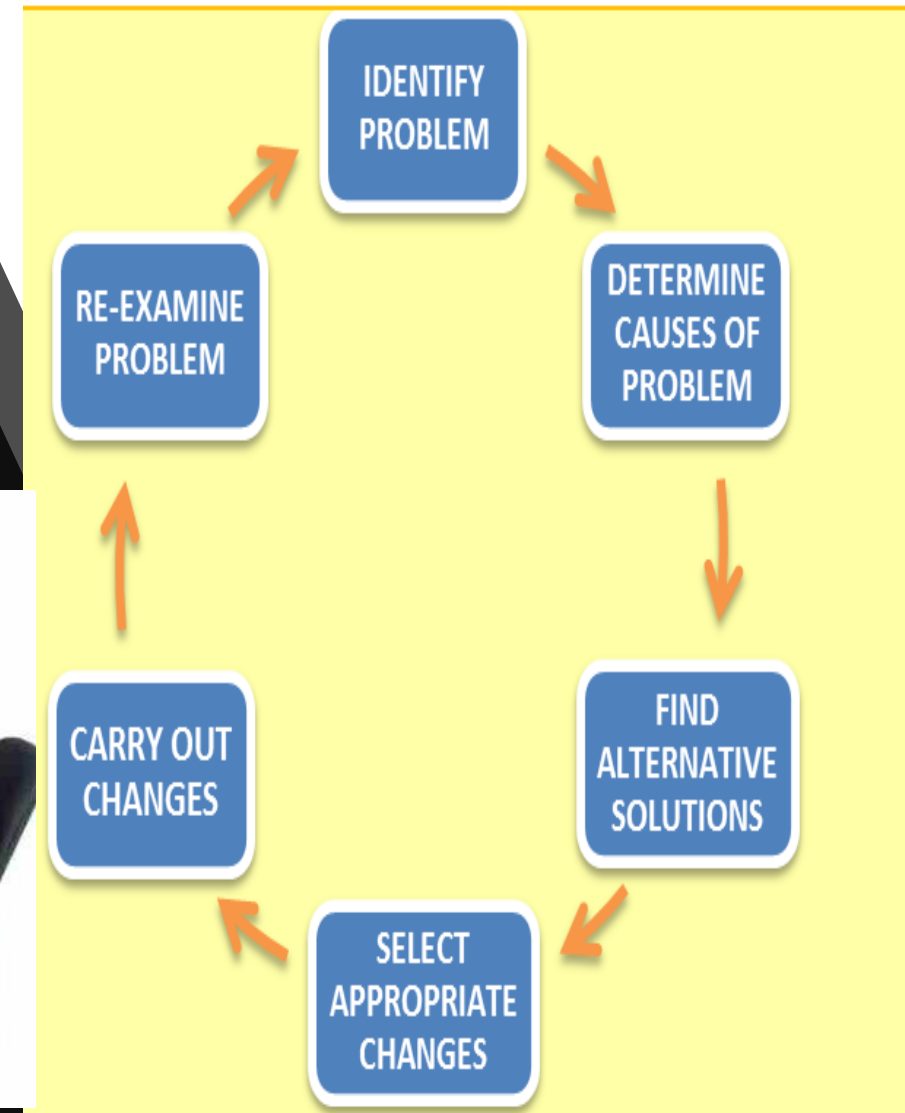
❑ CONFLICTS ARISE FROM MANY SOURCES.

✓ THEY ARE DIVIDED IN 3 CATEGORIES;

➤ COMMUNICATION FACTORS;

➤ STRUCTURAL FACTORS;

➤ PERSONAL FACTORS;





ACTIONS TO MANAGE AND TACKLE CONFLICTS



- IDENTIFY A SAFE PLACE AND TIME TO TALK
- CLARIFY INDIVIDUAL PERCEPTION INVOLVED
- PRACTICE TAKING AN ACTIVE AND EMPATHETIC LISTENING STANCE
- GENERATE OPTIONS WITH THE VISION OF WIN WIN OUTCOME
- DEVELOP AN AGREEMENT THAT WORKS TO ALL
- Workshops to convey company values and a sense of commitment to the company.



SUCCESSFUL TEAM DEVELOPMENT

To succeed in teamwork, we have 3 key factors:

- ✓ CONFIDENT
- ✓ COMMUNICATION
- ✓ LEADERSHIP
- ☐ -TRAINING AND DEVELOPMENT
- ☐ - WORKING TOGETHER,





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Team managers commitments;

Teamwork Commitments

SUCCESSFUL TEAM DEVELOPEMENT





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C O N C L U S I O N

All human beings in the world while aware, sets goals and objectives in life. And this is no different when it comes to companies. They set goals to be achieved, which will only be possible when there is a very strong, competent, supportive and concerned about common interest teamwork.

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