

University of Wales Trinity Saint Davis

Effective team working

(BMSW4002_LON)

Group presentation

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People
Consultation
Services

CONTENT

Benefits of team working

Stages of team development

Team roles

Successful team
development

Managing conflict

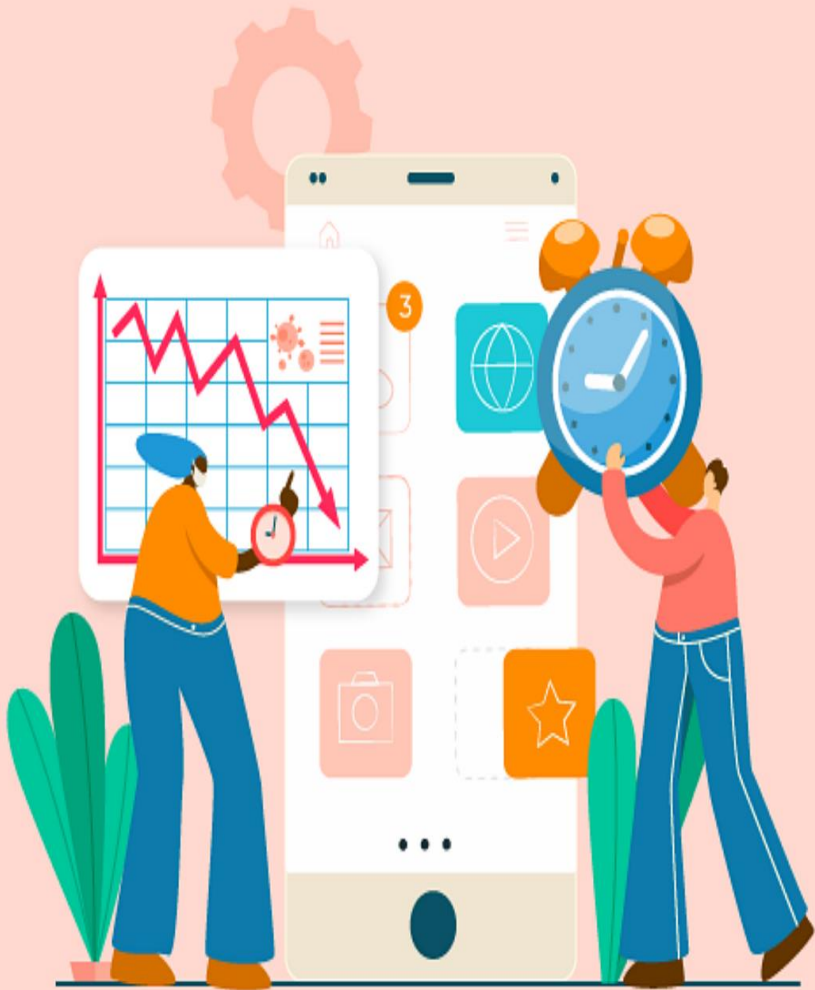
Bryan Espinoza (2010054)

BENEFITS OF TEAM WORKING



- Diverse advantages
- Good practice in the 21 century
- Generates stability and satisfaction
- Need work from both parties
- Work has to be constant

[IMAGE SOURCE](#)



[IMAGE SOURCE](#)



Improves productivity



Improves team motivation



Shared workload



Shared knowledge



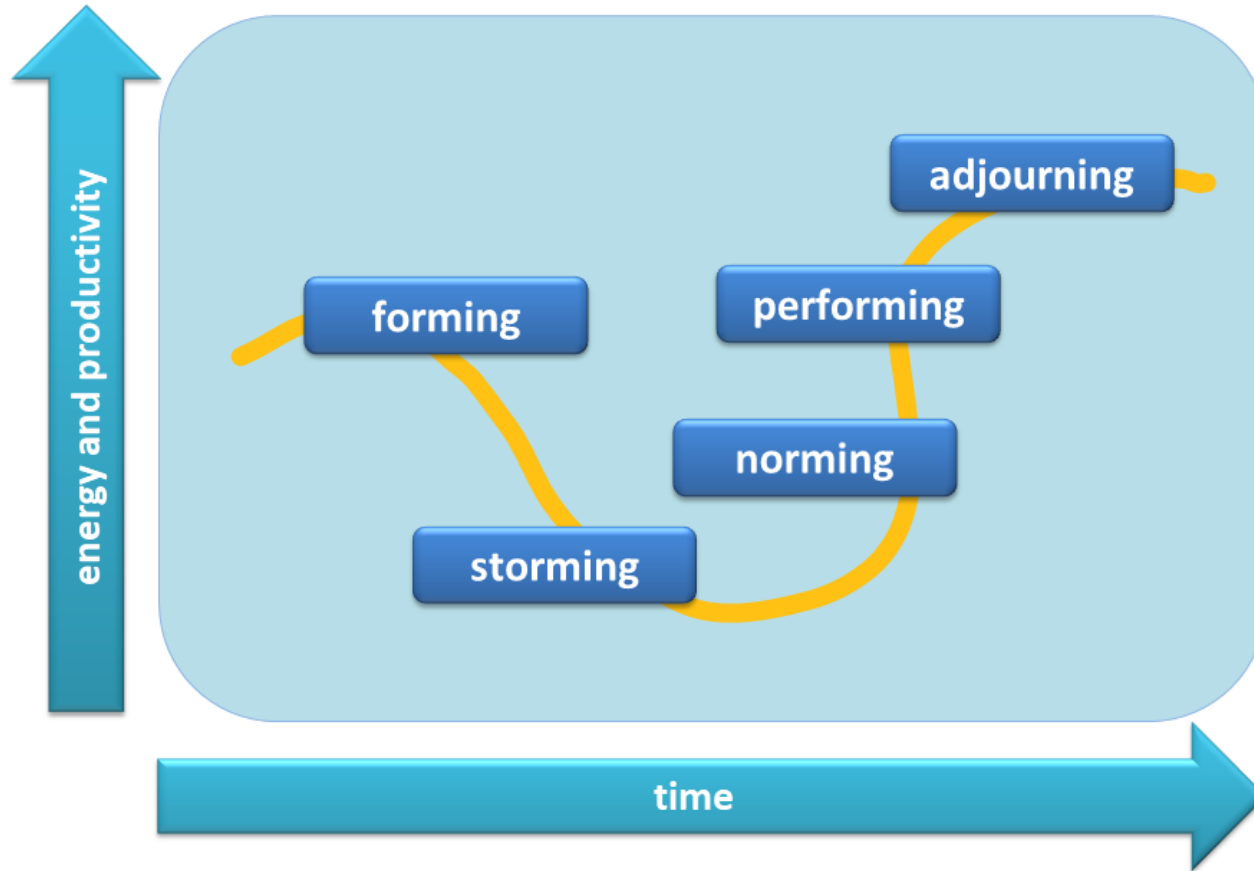
Reduce stress



Better service

Tatiana Mora (2010781)

STAGES OF TEAM DEVELOPMENT



Bruce Tuckman's model (1975)

- Effectiveness
- Productivity
- Achieve the objective
- Not a linear process

IMAGE SOURCE

BRUCE TUCKMAN'S MODEL (1975)

S1-M1

FORMING

- Know each other
- Polite but distant relationship
- Excitement and anxiety
- Direction and support

Trust
Empathy
Listening

S2-M2

STORMING

- Conflicts
- Own style
- Negotiation

Talk
Active
Clarify

S3-M3

NORMING

- Agreement
- Solve differences
- Harmony
- Accept the rules

Proud
Delegate
Freedom

S4-M4

PERFORMING

- Effectiveness
- Progress
- No leader involved
- Strengths/w
eakness

Recognize

ADJOURNING

- Dissolve
- Sadness/sen
se of loss
- Friendship

Thank
Recognize
Achievements



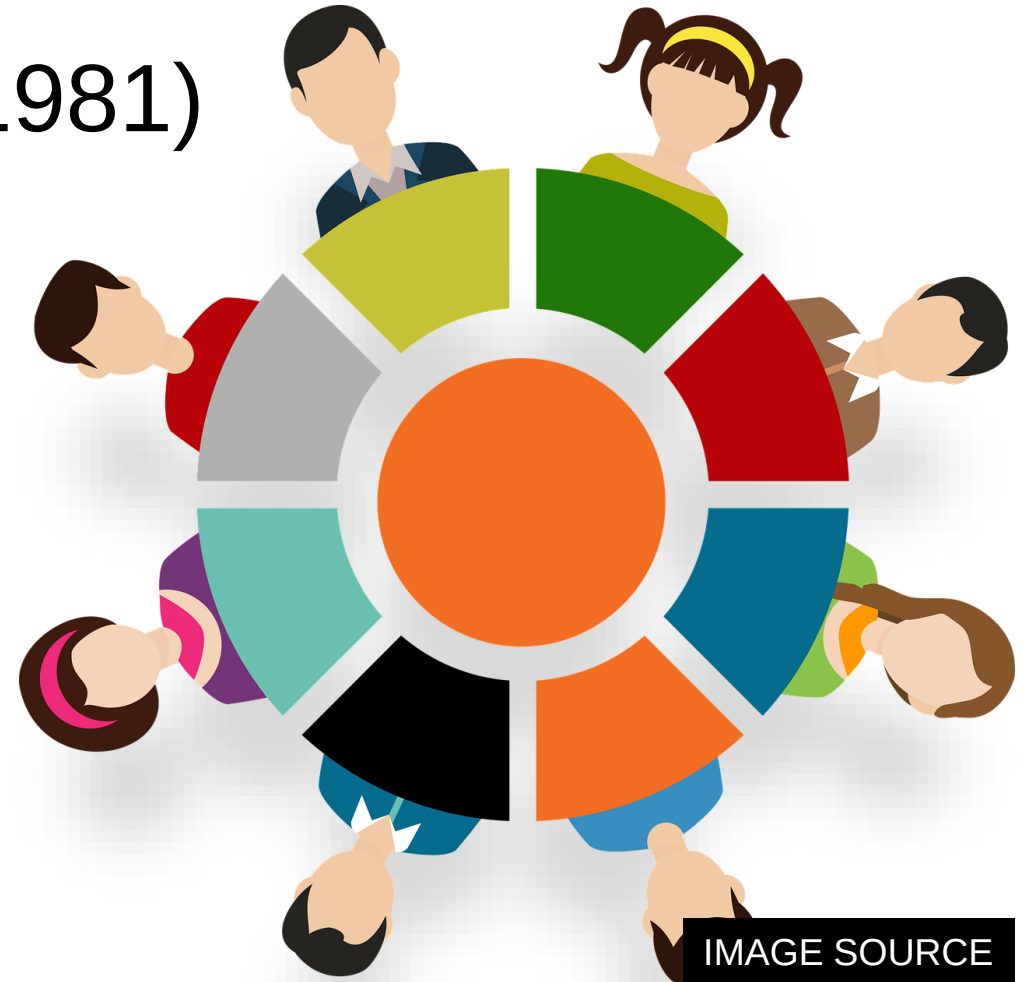
Cleopatra Chirilesciu (2010285)

TEAM ROLES

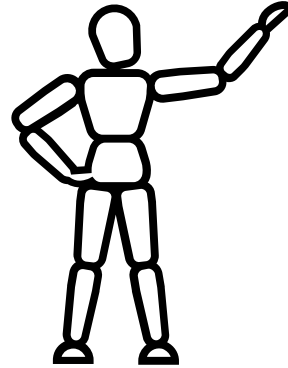
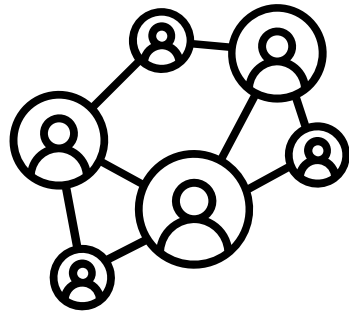
TEAM ROLES THEORY

R. MEREDITH BELBIN (1981)

- Recognises the strengths and weaknesses in a team.
- Is based on the individual skills, in a team.
- A team needs 9 team roles.
- Generate more stability.
- One member of the team may have 2 or 3 team roles.



The Belbin Team roles theory is divided in 3 main groups and each group is composed of 3 roles as:



- Action oriented roles
- Thought oriented roles
- Social oriented roles

LEADERSHIP ROLES

HERSEY AND BLANCHARD THEORY (1969)

- Paul Hersey and Ken Blanchard developed a leadership model which refers to situational leadership.
- Is based on the aspects to recognise maturity and behaviours.
- The style of the theory will depend on difference factors.
- The situational leadership is based on 4 leadership behaviour methods

LEADERSHIP BEHAVIOR

High



S3	S2
Participating style	Selling style
• high participating behavior • low directive behavior	• high directive behavior • high supportive behavior
S4	S1
Delegating style	Telling style
• low supporting behavior • low directive behavior	• high directive behavior • low support behavior

Low



High

Hersey and Blanchard indicate 4 maturity levels for individual members from the team as a:

M4	M3	M2	M1
High ability and willingness	High ability and some willingness	Low ability and high willingness	Low willingness and ability



Nicu Tiberiu Nastasa (2010286)

TEAM DEVELOPMENT

1. GOALS AND OBJECTIVES

Having a plan for employee development is essential to ensure the productivity of the organization and the department.

GOALS

- Increase sales
- Improve their productivity
- Guarantee that 100% staff are well prepared

OBJECTIVES

- Increase views and points of view
- Budget
- Improve individual workers

2. EVALUATE THE STRENGTHS AND WEAKNESSES

Strengths and weaknesses play a major part to:

- Understand how you function
- Plan ahead
- Problem solving
- Support
- Communication
- Role suitability
- Lack patience
- Reluctant to ask help or support
- Technical skills

3. MEET EACH EMPLOYEE TO DISCUSS THEIR DEVELOPMENT NEEDS.

- every job has a task description and a person specification.
- looking at the skills, knowledges and behaviors of the employees.
- compare 'actual' (what they have) with 'required' (what they need) to identify the gaps.

4. PLAN, ORGANIZE AND DELIVER THE TRAINING.

Training delivery methods consist of the techniques and materials used by trainers to structure learning experiences.

- One-the-job coaching delivery method.
- Web-based training
- Job shadowing

5. EVALUATE PROGRESS.

The evaluation frequently consolidates a review of how the employee's distinctive work commitments and penchants compare with company wants.

- Setting performance standards
- Setting specific goals
- Evaluate the performance, not the personality

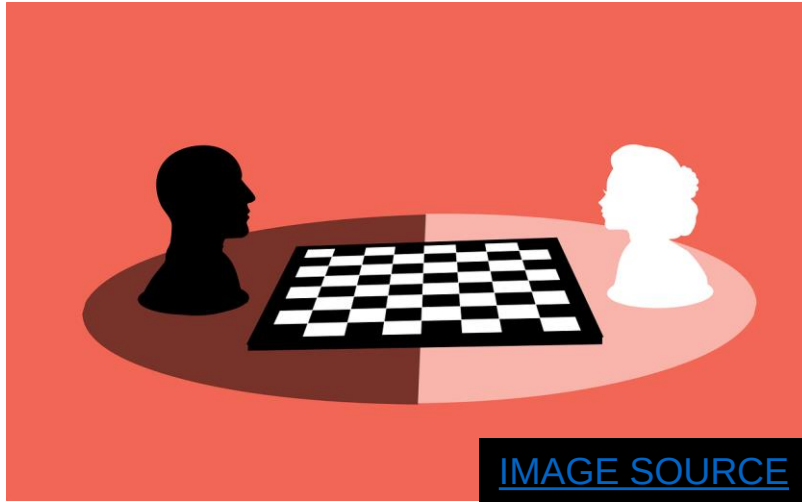
Corina Bistriceanu (2011101)

MANAGING CONFLICT



WHAT IS CONFLICT?

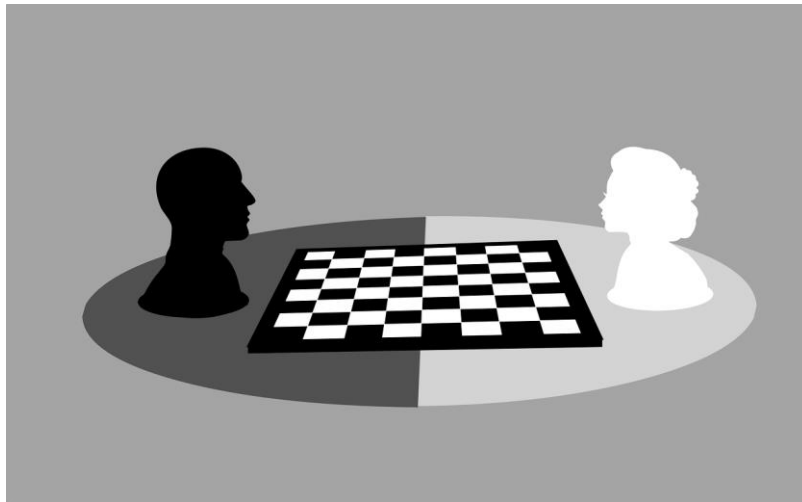
- Conflict is a natural occurring process in life as a result of a disagreement
- Individual differences are the source of conflicting situations
- Conflict can be both a positive or a negative thing depending on its' handling and possible outcome
- Managing conflict is a skill that can help scale down a situation and earn concessions



TYPES OF CONFLICT

In the workplace we generally tend to have 3 types of conflict:

- Task conflict
- Relationship conflict
- Value conflict



TYPES OF BEHAVIOUR

Predominantly the following behavior occurs:

- Bullying
- Targeting
- Nasty behavior
- Rude and disrespectful



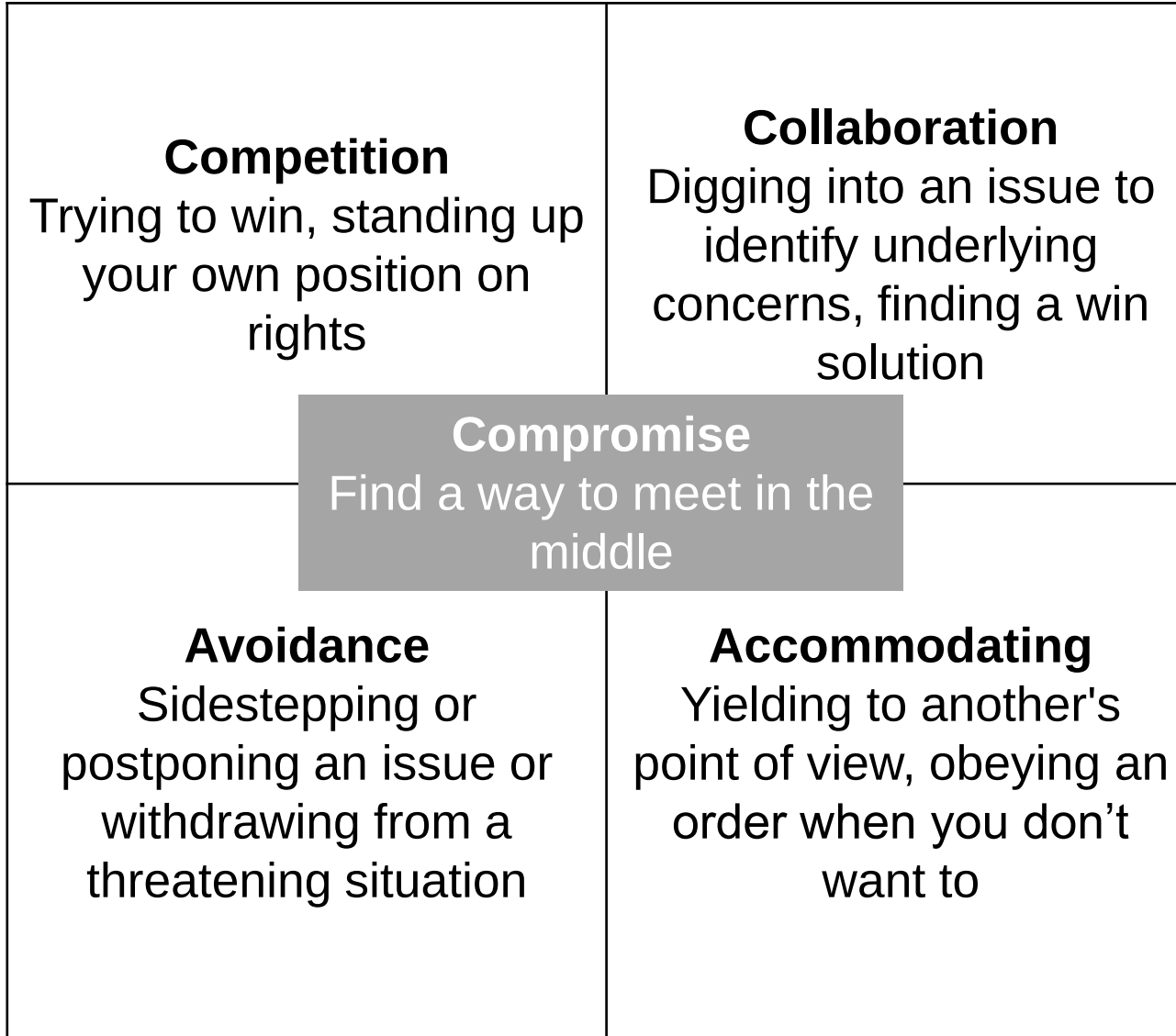
MANAGING CONFLICT

- Acknowledge someone's position without agreeing with them
- Listen and respond considering how the other person feels
- Look for the cause of disagreement and find alternative viable solutions for all

CONFLICT RESOLUTION SKILLS

- Communication
- Teamwork
- Problem Solving
- Mediation
- Assertiveness
- Empathic listening

Assertiveness



Cooperation

THOMAS KILMANN CONFLICT MODEL (1974)

- Competing
- Accommodating
- Avoiding
- Collaborating
- Compromising



Q&A



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