



Prifysgol Cymru
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CertHE Skills for the Workplace
Effective Team Work and Communication
BMSW4002
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Teamwork Makes The Dream Work.

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Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



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Meet our team.

- Toni Fowle (201645) – Introduction & Benefits of team working.
- Jasmine Amina Mbogo (2023538) - Stages of team development
- Meda Meskauskaite (1917688) - Team roles.
- Elena Salavastru (2020994) - Managing conflict.
- Elisabeta-Iuliana Tiganaseanu (2019784) - Successful team development.

Presentation Aims.

The main aim of our presentation is to show your organisation:

- Benefits of team working. Pages 3 – 8.
- Stages of team development. Pages 9 – 12.
 - Team roles. Pages 13 – 17.
 - Managing conflict. Pages 18 – 21.
- Successful team development. Pages 22 – 26.

What is a team?



- A team is a group of individuals that work together to achieve a common goal or target.
- An effective team use individuals strengths to overcome others weaker areas, therefore achieving greater results.
- A successful team uses a variety of methods to communicate effectively.

How teamwork can improve your organisation.

- Increases productivity.
- Encourages innovation.
- It improves morale.
- Creates a support network and establishes relationships.
- It attracts talent.
- It allows flexibility.
- It can advance individual careers.
- Better communication throughout the business.

The negatives of teamwork.

- Time delays.
- Team conflict.
- Not everyone is a team player.
- Unfair distribution of workloads.
- Under performers can easily be hidden.
- Personality clashes.



How to introduce teamwork to your organisation.

- Role of leaders.
- Communication.
- Team building exercises.
- Rules.
- Recognition and reward.
- Focus on strengths.
- Accept differences.
- Celebrate success.

Examples.

- Taco bell - uses company values to celebrate teamwork.
- Dell - Keeps teams connected with virtual collaboration programmes.
- Adobe – cultivates creativity through autonomy. (freedom)

71 percent of employers want colleagues to place a greater emphasis on teamwork. (Griffith and dunham,2014)



Stages of team development; Bruce Tuckman.



1965, Bruce Tuckman's 5 step theory that he made it, so that goals and projects would get accomplished as a team!

He used one efficient ideal to improve the group work.

Different Stages of team development.

Another form of leadership is teamwork. It is not just about one person taking the lead, it is about everyone bringing their thoughts and opinions together and making it one.

- Forming
- Storming
- Norming
- Performing
- Adjourning

Steps in team development.

FORMING	STORMING	NORMING
• Group Ideas • Team work • Communication skills • Guidance • Discussion	• Individually • Characteristics • Dislikes • Power • Refusing participation	• Learning • Low Self Esteem • Moving forward • Next Steps • Understanding Each Other

Continued.

PERFORMING	ADJOURNING
• Action • Emotions • Aiming to hit goals • Effort • Teamwork	• Success • The end

Roles in a team.

- Teamwork assessment can be used both to create a new team and to involve the right member in the team.
- Regular assessments increase the efficiency of teamwork in addition to plan careers according to individual talents (inclinations).





Team roles by Meredith Belbin (so-called nine Belbin team roles)

In order to become an effective team, each team needs assess the behaviour of each of the nine team roles.



ACTION -oriented roles.

The shaper:

Helps the team move forward and focus on the goal.

The implementer:

Forms a working strategy and strives to implement it to the maximum.

The completer:

At the end of the tasks, the most effective checks for errors are carried out on the basis of the highest quality control standards.



People oriented.

The coordinator:

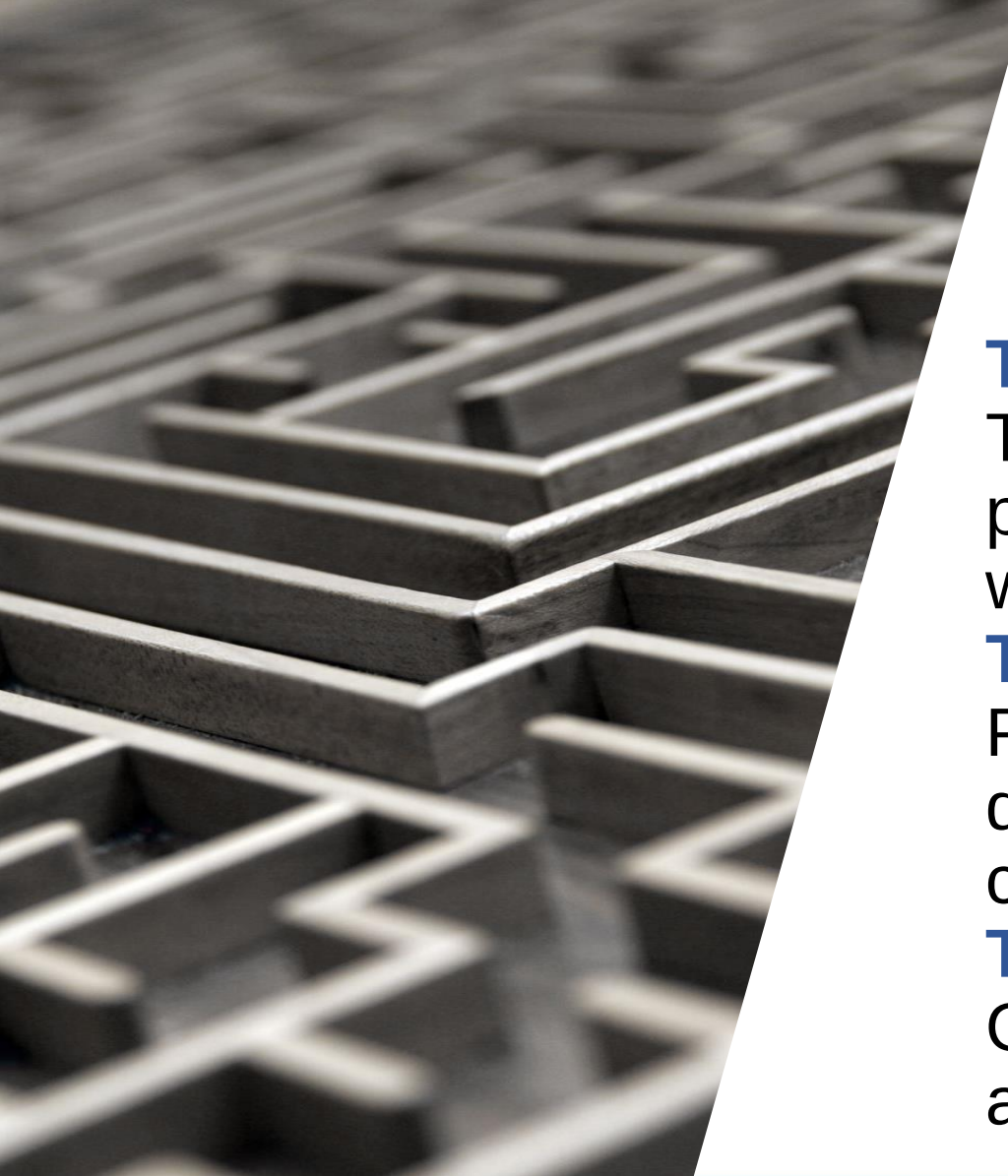
Concentrates on team goals, selects team members, and purposefully distributes activities.

The Team Worker:

Helps the team to unite and given its versatility, identify the work that needs to be done.

The Resource Investigator:

Takes advantage of its curious nature to present ideas to the team.



Thought-oriented

The plant:

They are usually very creative and solve problems in a perfectly and unconventional way.

The Monitor Evaluator:

Provides a logical picture, makes impartial decisions if necessary and evaluates team capabilities impartially.

The Specialist:

Gives the team detailed knowledge of the main area.

Managing Conflicts.

As an impartial third party, Teamwork Makes The Dream Work Consultancy mediates conflicts in organizations, helping the disputing parties to dialogue openly and honestly and obtain a mutually acceptable win/win outcome.

- Teamwork Makes the Dream Work mediates:
 - Conflict between employees.
 - Conflict between employees and managers.
 - Bullying and harassment allegations.
 - Disputes between business partners.



Steps to determine the nature of the conflict.

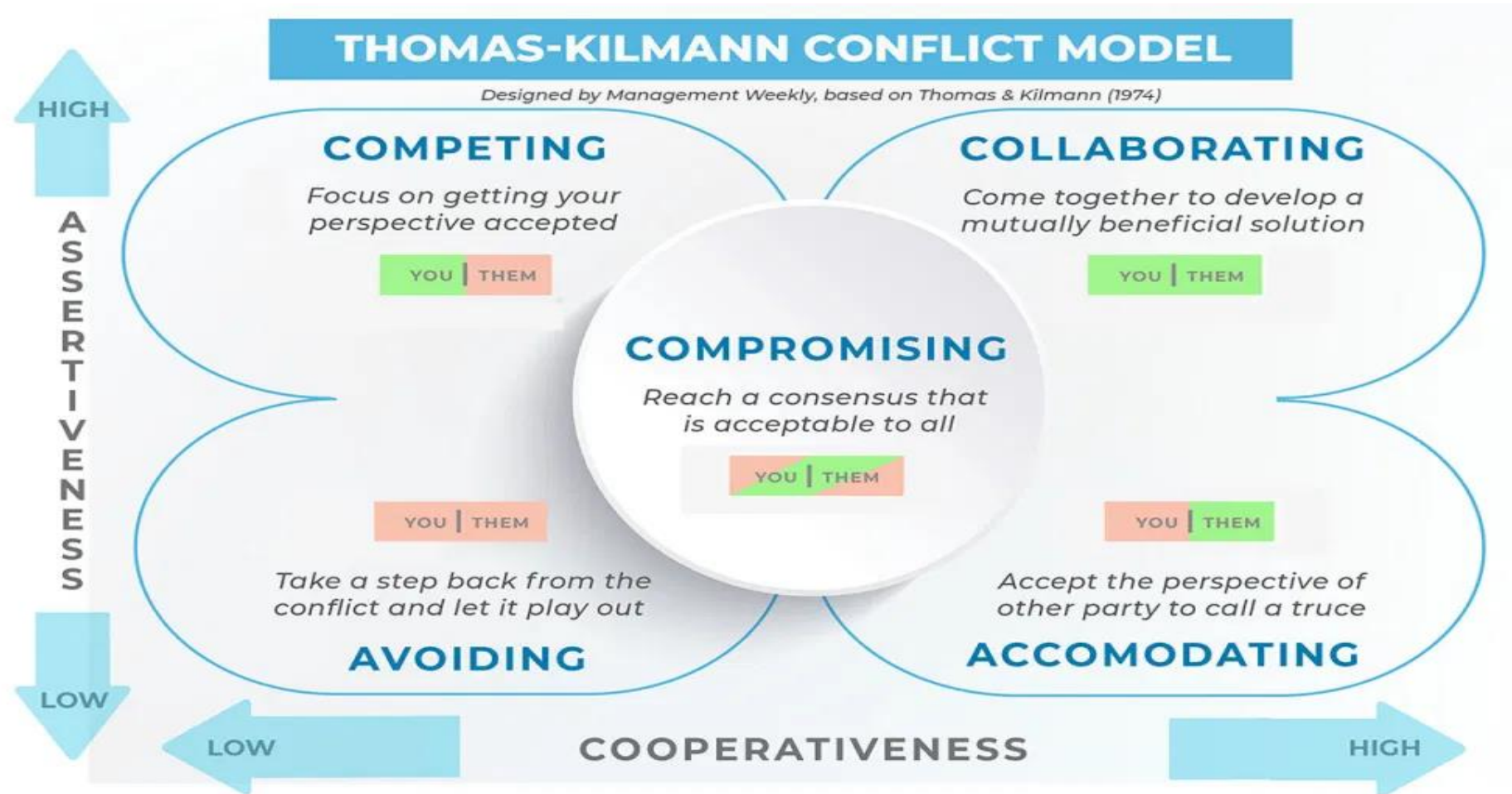
1. First step is to determine which category the conflict falls into :

- Communication Factors
- Structural Factors
- Personal Factors

Consequently, if the members are not willing, then no method of managing conflict will be effective.

2. Second step is to establish which of Thomas-Kilmann model's course of action is to be used.

How can conflict be managed?



Resolving the conflict.

The parties involved in the conflict must be willing to:

- Listen.
- Acknowledge.
- Respond.
- Resolve remaining differences

Teamwork Makes The Dream Work Consultancy identifies the conflict and guides parties to reach a resolution in order to create a happy work environment.

SUCCESSFUL TEAM DEVELOPMENT:

“None of us is as smart
as all of us.” – Ken
Blanchard

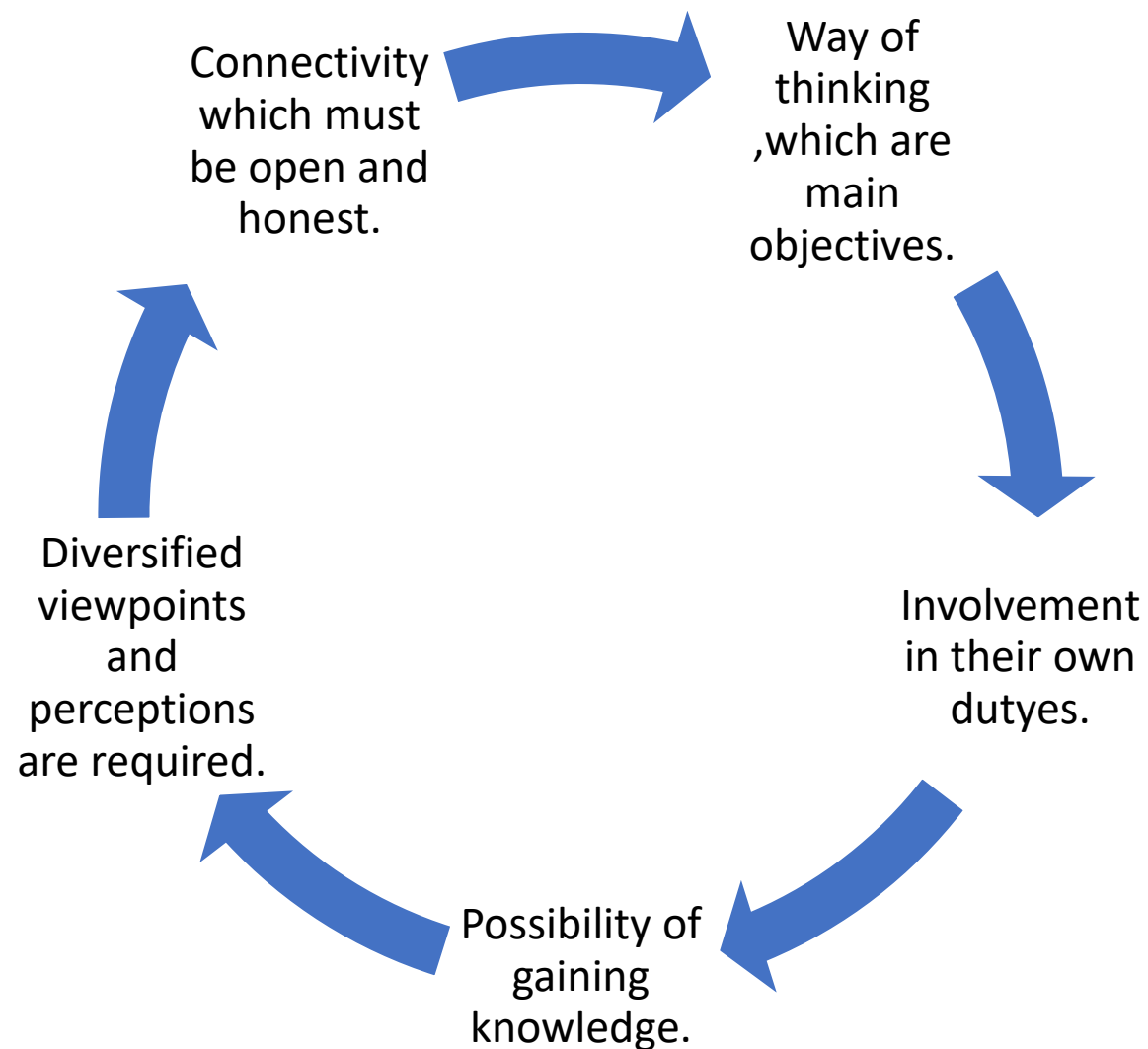


Successful team development.

“To build a strong team ,you must see someone else’s strength as a complement to your weakness and not a threat to your position or authority”-Christine Caine”(West,2012)



Characteristics.





Establishing a team which is effective.

5 Stages:

- Establish Meaningful Objectives.
- Perform responsibilities that are clearly represented.
- Research frequently.
- Accept diversification.
- Make significant use of everyone's communication skills.

Conclusion

- Successful teams are not formed by default. It is not about professionalism alone; it is also about how the team interact.
- Only an efficient team can deal with workloads faster and be more productive.
- Deadlines are not enough to have a successful team.



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Thankyou for watching,

Any Questions?

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