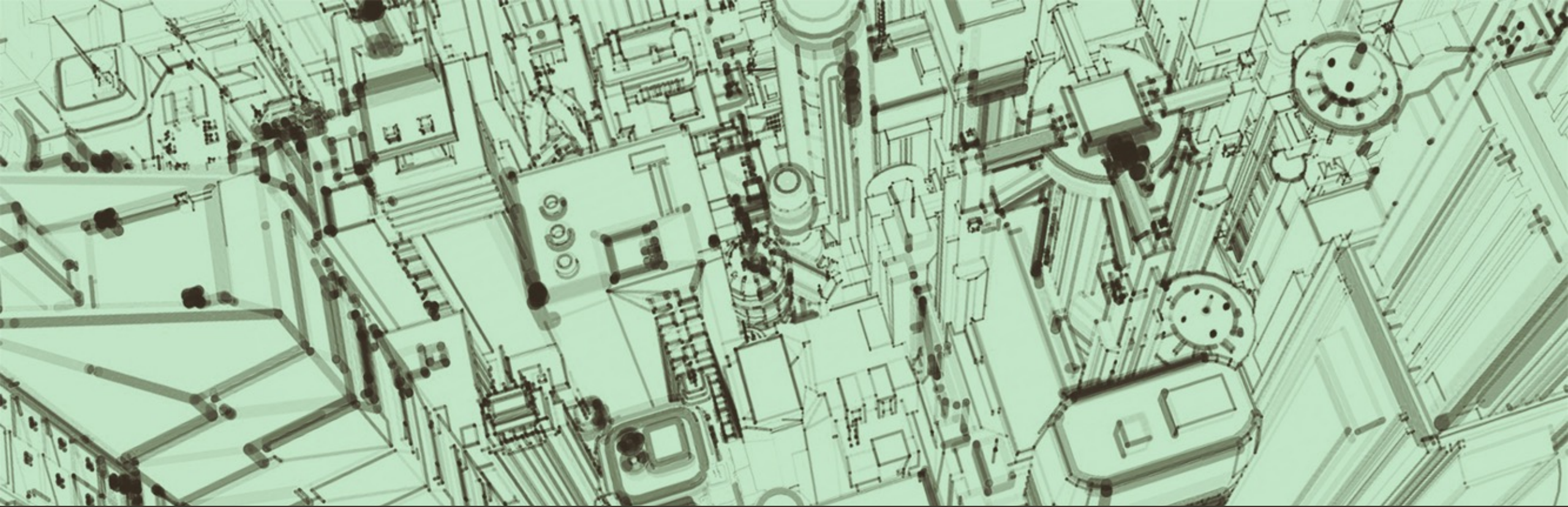




Effective Team Working and Communication

BMSW4002

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Lecture: Soban Sadiq



Introduction

- Any business organization's ability to perform its organisational and business functions successfully depends on effective teamwork. Teams need be fast-paced, flexible, and innovative in order to keep up with the changing dynamics of the business world.
- In this report, we are going to introduce how to build successful teamwork and how to manage conflict in a team, our presentation will be divided into 5 parts: **Benefits of team working, Stages of Development and Team Roles... ..**

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Benefits of team working

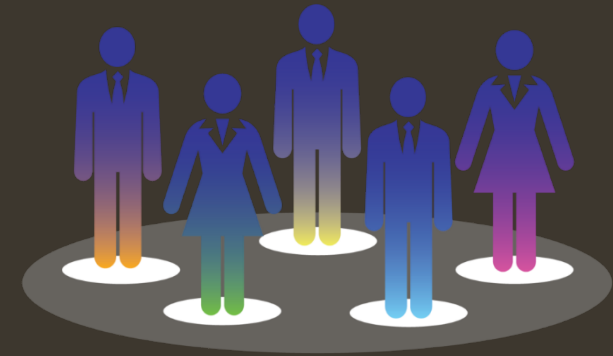
Firas Jghaimi Student number: 2029865

Social interaction

It is impossible to operate alone in the workplace

Share responsibilities

Why is
teamwork
important?



Benefits of team working

Multiple points of view

Builds trust

Encourages healthy risk-taking

Healthy competition

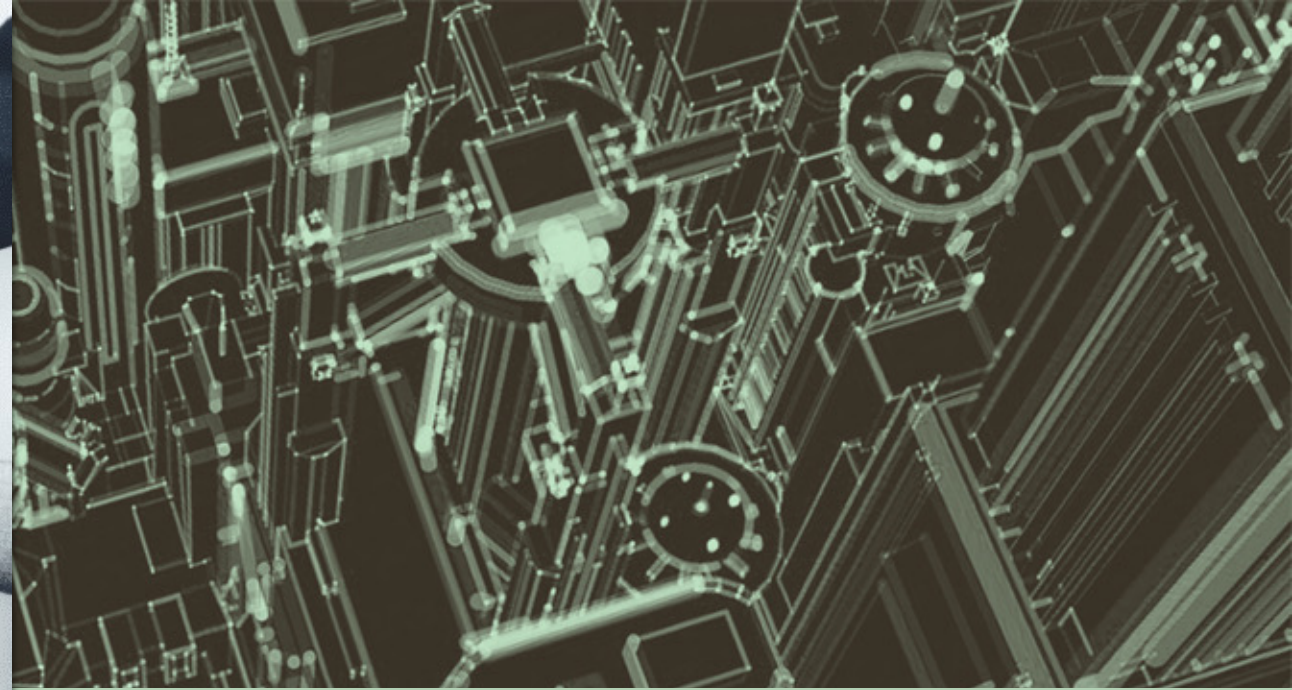
Learning opportunities

Problems that may
occur while
teamworking

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graph LR; A[Problems that may occur while teamworking] --- B[Excessive competitiveness]; A --- C[No individual recognition]
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Excessive
competitiveness

No individual
recognition



Stages of Development and Team Roles

Yavor Petrov 2110946



Tuckman's Team-Development Model

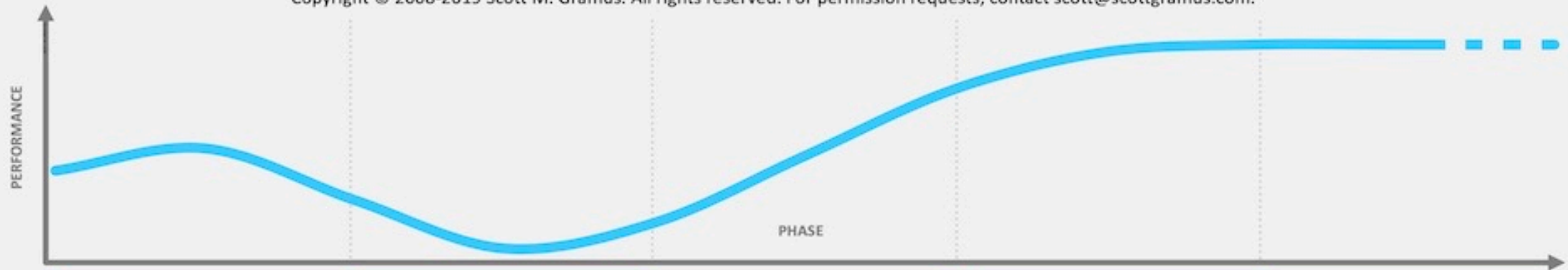


- First developed by Bruce Tuckman in 1965.
 - Later in 1977 B. Tuckman jointly with Mary Ann Jensen added a fifth stage.
-
- Forming
 - Storming
 - Norming
 - Performing
 - Adjourning

Tuckman's Team-Development Model

Phases of Team Development

Forming, Storming, Norming, Performing, and Adjourning — based on group development model by Bruce Tuckman
All phases are necessary and inevitable for a team to grow, tackle problems, find solutions, plan work, and deliver results
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	FORMING	STORMING	NORMING	PERFORMING	ADJOURNING
CHARACTERISTICS	• Questioning • Socializing • Displaying eagerness • Focusing on group identity & purpose • Sticking to safe topics	• Resistance • Lack of participation • Conflict • Competition • High emotions • Starting to move towards group norms	• Reconciliation • Relief, lowered anxiety • Members are engaged & supportive • Developing cohesion	• Demonstrations of interdependence • Healthy system • Ability to effectively produce as a team • Balance of task and process orientation	• Shift to process orientation • Sadness • Recognition of team and individual efforts
STRATEGIES	• Taking the 'lead' • Providing clear expectations and consistent instructions • Quick response times	• Normalizing matters • Encouraging leadership	• Recognizing individual and group efforts • Providing learning opportunities and feedback • Monitoring the 'energy' of the group	• Celebrating • 'Guide from the side' (minimal intervention) • Encouraging group decision-making and problem-solving • Providing opportunities to share learning across teams	• Recognizing change • Providing an opportunity for summative team evaluations • Providing an opportunity for acknowledgments

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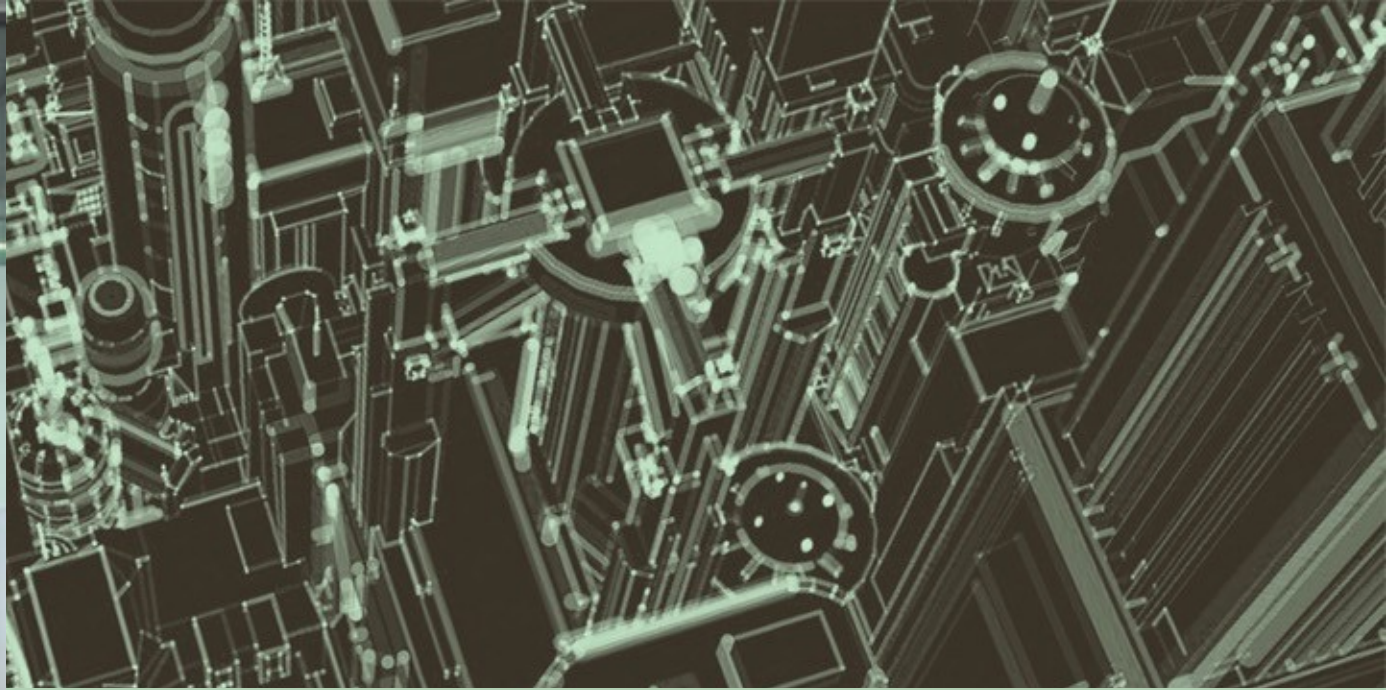
Belbin's Team Roles



- Shaper
 - Implementer
 - Completer Finisher
-
- Coordinator
 - Team Worker
 - Resource Investigator
-
- Plant
 - Monitor Evaluator
 - Specialist

Belbin's Team Roles

	Team role	Strengths	Allowable weaknesses
Action oriented roles	 Shaper	• Challenging, dynamic, thrives on pressure • The drive and courage to overcome obstacles	• Prone to provocation • Offends people's feelings
	 Implementer (company worker)	• Disciplined, reliable, conservative and efficient • Turns ideas into practical actions	• Somewhat inflexible • Slow to respond to new possibilities
	 Completer finisher	• Painstaking, conscientious, anxious • Searches out errors and omissions • Delivers on time	• Inclined to worry unduly • Reluctant to delegate
People oriented roles	 Co-ordinator (Chairman)	• Mature, confident, a good chairperson • Clarifies goals, promotes decision-making, delegates well	• Can often be seen as manipulative • Off loads personal work
	 Teamworker	• Co-operative, mild, perceptive and diplomatic • Listens, builds, averts friction	• Indecisive in crunch situations
	 Resource investigator	• Extrovert, enthusiastic, communicative • Explores opportunities • Develops contacts	• Over - optimistic • Loses interest once initial enthusiasm has passed
Cerebral roles	 Plant	• Creative, imaginative, unorthodox • Solves difficult problems	• Ignores incidentals • Too pre-occupied to communicate effectively
	 Monitor evaluator	• Sober, strategic and discerning • Sees all options • Judges accurately	• Lacks drive and ability to inspire others
	 Specialist	• Single-minded, self-starting, dedicated • Provides knowledge and skills in rare supply	• Contributes only on a narrow front • Dwells on technicalities



Module title:
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communication - BMSW4002

Managing conflict

Cavallaro Germano 2111129

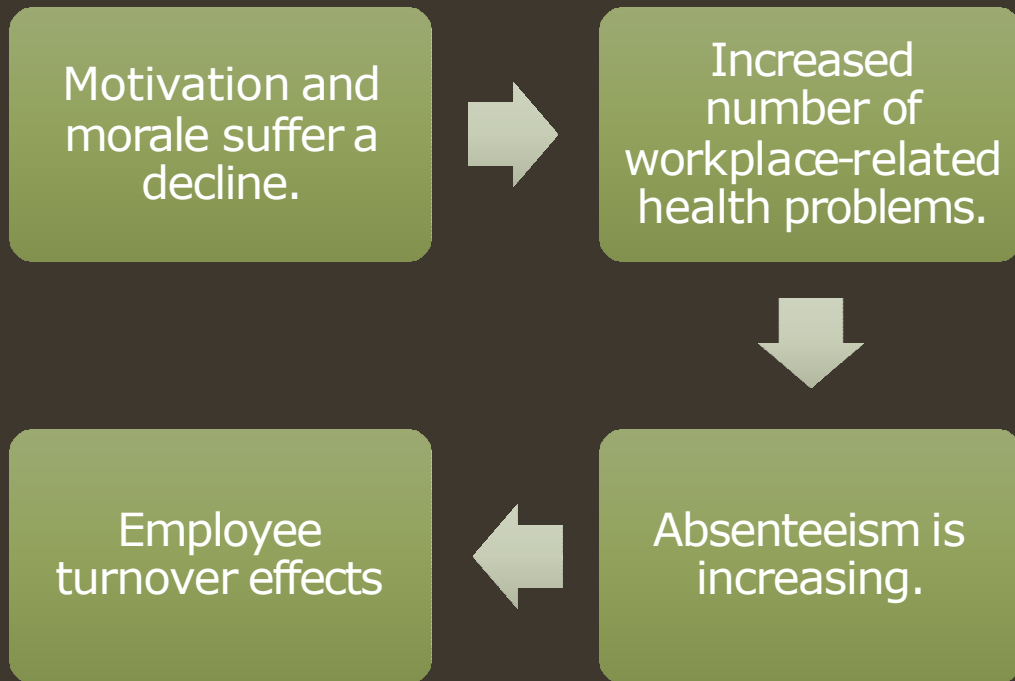




What are the causes and consequences of a conflict in the workplace?

- Communication breakdown.
- Controversial views.
- Inability to work together.
- The work is of poor quality.
- Verbal smackdown.
- Violent acts are prohibited

The impact of an internal conflict to the organization



What should be done and controlled in a conflict?

- Emotions
- Identify the bottom of the issue
- Requesting a meeting
- Never ignore the conflict
- Offer mediation or get somebody else involved

These are the 3 different factors a conflict management can fall under:

Communication factors:

- Communication barriers
- Poor quality info's being shared
- Different interpretation due to different culture



Structural factors:

- Size of the team
- Level of involvement in the team



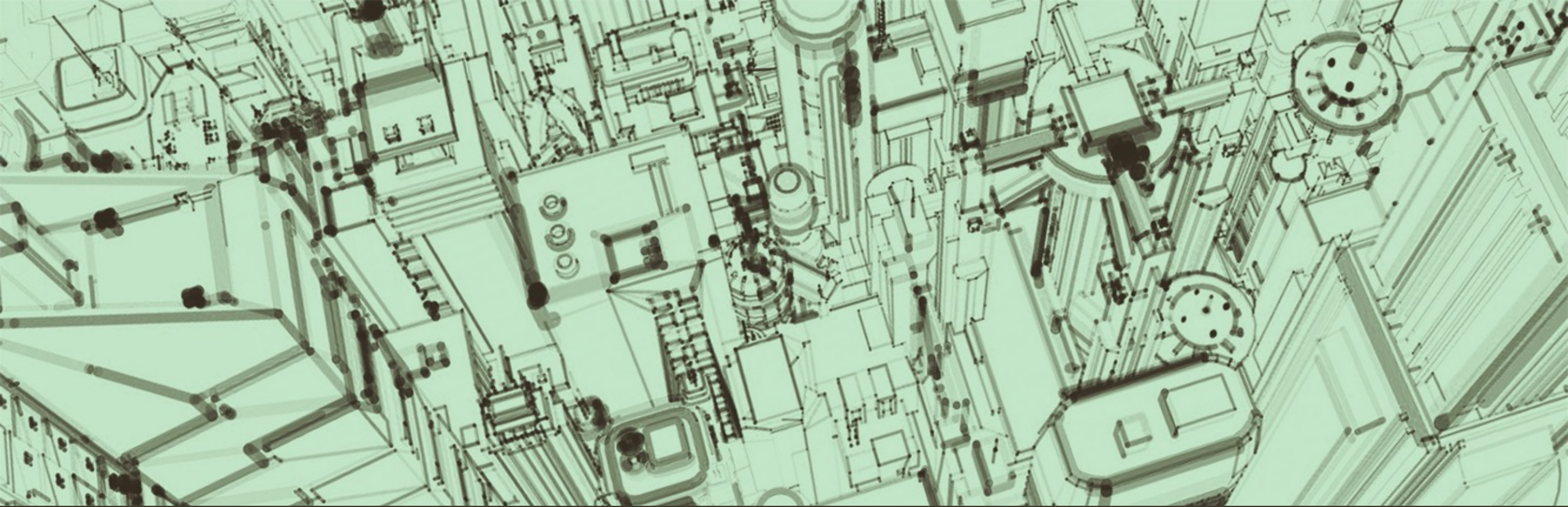
Personal factors:

- Personal objectives
- Values
- Personal requirements



Accordingly to Thomas and Kilman model's, there are the 5 different conflict management strategies.





Successful Team Development

Alin Bariz 2110939



Elements of An Effective Team

T Together

E Everyone

A Achieves

M More

GRIP Model: Richard Beckhard originally developed in 1969



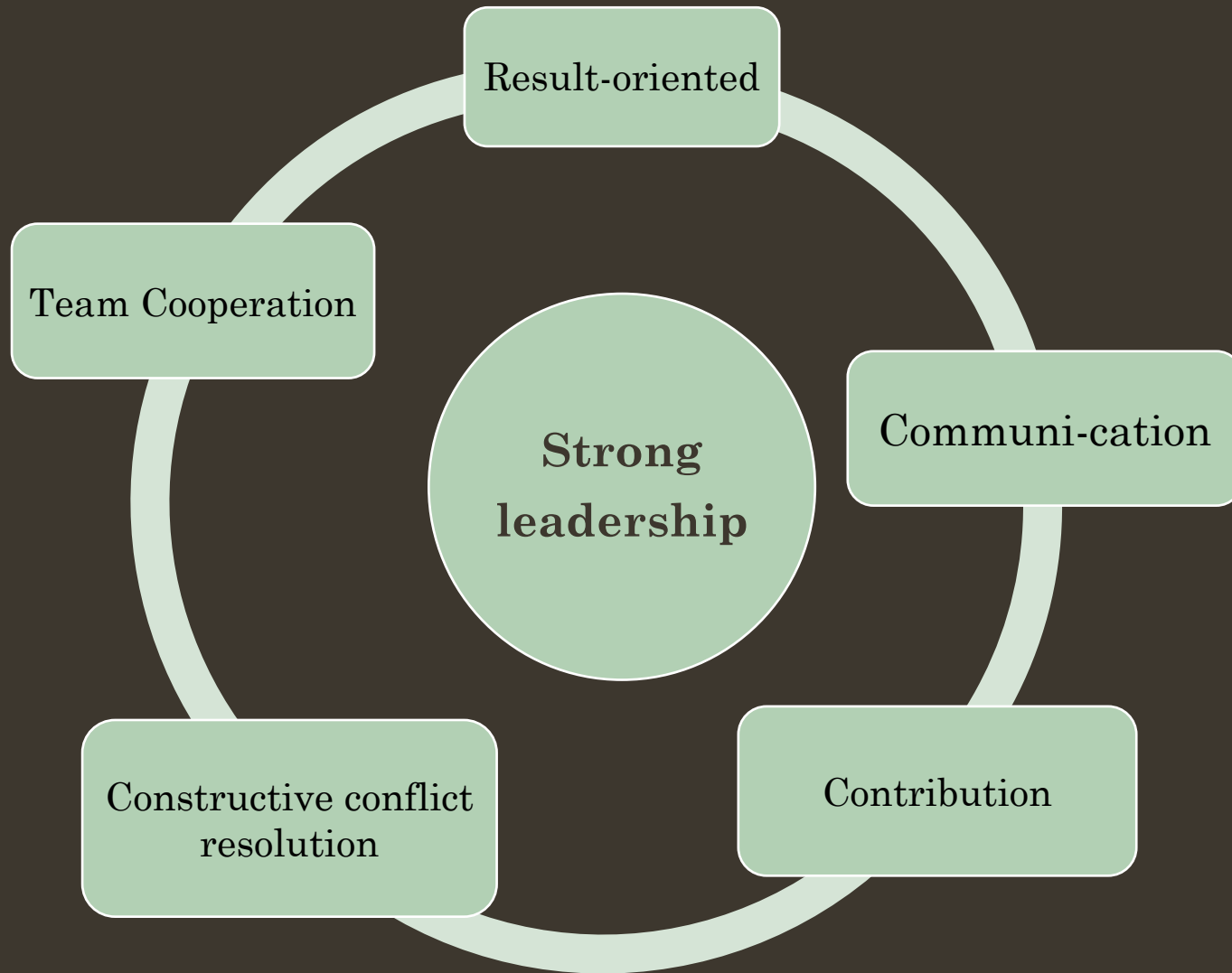
source:

<https://pressbooks.bccampus.ca/technicalwriting/chapter/understandingteamdynamics/>

Building A Successful Team



Characteristics of a successful team



- ✓ **Common Goals**
- ✓ **Working Efficiently**
- ✓ **Overall Success**
- ✓ **Disagreements**
- ✓ **Helping**
- ✓ **Unify and Motivation**

Conclusion of a Successful Team Development

It is something you need to work on a day-to-day as it is an ongoing process, not something you can achieve instantaneously or even instantly.

- Communicate Well
- Establish Trust
- Encourage Contributions
- Practice Feedback
- Provide a Good Work Environment



Conclusion

- Teamwork is the most important thing in any organization. If employees aren't good at teamwork, the organization is unlikely to reach its goals.
- Also, team Development is an ongoing process and HR department need to pick up the suitable candidates for each Team Roles
- Conflict may happen in a team, team leaders need to figure out how to resolve conflict Constructively
- A Successful Team Development needs every member's effort

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