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Module code> BMSW 4002 effective team
working and communication

Assignment title> presentation- strategies
for effective communication in a business
setting

Summary:

In this assignment we worked on a case study, we had to read through it and write a report in detail on management and teamwork also needed to include the impact effective teamwork can have and details on barriers to effective work. So, in this report I have covered all aspects on effective team work also I have expressed my understanding through theories and my own personal experiences. I also covered many aspects of effective communication in a business.

Induction: in this report I'm responding to a case study on effective team working and communication, I need to answer 4 questions

How management at trinity social care home can develop an effective team.

The impact effective team working can have in a health and social care setting

Barriers to effective teamwork

The types of roles that are needed to create a cohesive and effective team

Throughout the report I need to answer all questions in detail linking my points to theory and reference them.

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Management at trinity social care home can develop an effective team by communication and working together. Coyle (2018) identifies the secrets of successful groups and discuss how this develops into effective teams. other ways they could make the team effective is

by **overcommunicate listening**,

Eye contact is key also body language is great, so you are showing an interest and pay attention to what team members are saying

Spotlight your fallibility early on

If you are a supervisor or team leader or possibly a group leader is good to use phrases such as “what do you think?” or “of course, I could be wrong.”

Embrace the messenger

Bad or negative feedback is received from a team member respond in a receptive way

“I am pleased that you have told me thanks for letting us know”

Make sure the leader is vulnerable first and often

Honesty with your team

A major strength is vulnerability it's not a weakness

Deliver the negative stuff in person

Meetings should be put in place to deliver negative feedback as it all needs to be done face to face.

Listen like a trampoline

Be a good listener have input on ideas

Support other team members

Ask plenty of questions

Challenge old assumptions and make suggestions.

Name and rank your priorities

Many successful groups have five or less

All teams must have set targets

All team members must treat each other with respect.

Coyle(2018)

offering consistent high-quality care to residents. the better colleges pull together and practise working together the better results they will produce. Laying ground rules for the team to work also communicating effectively. Teamwork and team building requires group of people with an understanding of each other knowing each other's strengths and finding out what excites them and helps them to work best with others. According to Glen Llopis there are 6 ways successful teams are built.

1, Be aware of how you work

Evaluate yourself as the leader of the team especially in areas that will benefit those whom you are leading. Though you may be in charge you're leading from a position of strength and respectability.

2, Get to know the rest of the team

Learning what defines the strengths and capabilities of your team. All great leaders have invested time in understanding the needs of the team and embracing differences.

3, Clearly define roles & responsibilities

This is not an easy step, but you will find that team members roles and ideas lie outside their job descriptions.

4, Be proactive with feed back

The art of great feedback is good communication although every team is different, they have their own unique formal and informal feedback.

5, Acknowledge and reward

People love proactive feedback also with it comes acknowledgement and reward. Team members love to feel they are making a difference in work so it's good to be a thoughtful leader and reassure your team that all efforts don't go unnoticed.

6, Always celebrate success

This goes beyond acknowledgment when uncertainty is being dealt with each day you must take time to celebrate success.

(Llopis, 2021)

In this environment teamwork is a crucial part of health and social care.

Also, for overall success from team members they must unite with the same vision. They also need to be committed to each other and all need to share clear measurable goals and bring whatever vision they have to life.

The impact effective team working can have in a health and social care setting are increase patient safety. Staff working as a team will give better staff outcomes including reduce stress, also staff that are effectively working together has been shown to reduce medical errors and improve patient mortality rates. Effective teamwork is essential for patient safety in a complex health care system. Health and social care workers must trust, value and respect one another also excellent communication between everyone is essential. For the communication to be good between teams and effective it must be open, accurate and understandable.

Pentland (2008) identified factors in which teams working together will thrive and have the drive to make it to the top.

Everyone in teams making short contributions and everyone listens to each other and talks in an equal measure.

Members having high energized conversations eye contact at a high level also gestures are energetic.

Team members being highly involved and communicating with each other without having to always call the team leader.

Team splitting up exploring different avenues gathering different bits of information to share with the rest of the team.

Teamwork is also important as its necessary for colleagues to work together to achieve a common goal. it is also a crucial part of the health and social care setting as we need to ensure people using the service receive the appropriate care and support required. When teams coordinate care, they reduce issues related to burnout nurses. Patient safety experts agree that communication improve efficiency and increase patient satisfaction. Brainstorming is a creative way for a team to produce fantastic opportunity to exchange ideas and find the solutions that work best.

Here are seven great skills which are known to be essential and that you can gain from teamwork communication, communication is the foundation of effective teamwork. leadership, time management, critical thinking, problem- solving, listening, collaboration.

Wheelan (2014) outlines fantastic advice and key points on being a good team member

Don't blame others for group problems.

When team members start to point blame, it starts a cycle of revenge and ppl start to retaliate.

Team members should deal with situations head on and try fixing them instead of blocking their progress.

Members should also give each other the benefit of the doubt for the sake of the team.

Listen to each other while everyone inputs their ideas as everyone should be heard and respected.

Encourage clarification

If ppl in team is not certain what is taking place or have no idea on what needs doing, ask questions so u can have an understanding, and all be on the same page.

Everyone in the team needs a balance so spread task evenly work through communications and be supportive.

Benefits which could be gained from teamwork are the ability to focus on the same problem, different minds, and mutual support. Working as a team will enable you to accomplish a lot more than an individual.

Wheelan (2016, p131) states that when the teams are in smaller groups its easier for team members to and leaders to come together and discuss ideas that everyone has then come to an agreement and make decisions.

Whereas if the groups are larger everyone won't have their say as some members may overpower others and everyone won't have the opportunity to be involved in what's happen and may become the shadow of the group.

All teams will bring something different as some will be large and others small. In terms of having a larger group they may seem more difficult to manage or organise so leadership is a must from early stages as the group will need to be on form for its development. Smaller groups as in four or five members will be optimum and over teams strive with having eight to ten members.

Barriers to effective teamwork

There are many key points our communities and societies face, it's all a huge challenge getting people to combine their efforts and imaginations into work in a way it could majorly enhance quality of life from our greatest achievements and goals.

Another way to identify which unites members is diversity as its information resource. Knowledge and perspectives are available to the team. The more diverse is age gender, race which brings us to task relevant information. Van knippenburg & Schippers (2007) found that the diversity of a team impacted their information and decision making also inter group bias which could be reduced uniting members and building a strong team.

The types of roles that are needed to create a cohesive and effective team.

*Group cohesion strategies

*Hire with diversity in mind its essential for success and great for the workplace can increase motivation higher productivity and employee performance could be improved.

*Set goals and targets for group cohesion strategies so its essential to establish team goals and individually goals from the start so everyone is working towards same objective.

*Practice teamwork is the perfect way to build cohesion. Productive way will bring the team together

*Emphasize inclusion by ensuring all employees can fully contribute to the business everyone is treated with respect and fairly and that all team members have same access to business resources.

*Allow everyone to play an active role and be involved as everyone has different strengths and weakness

*Build trust between employees and employers is very important.

*Evaluate group cohesion periodically and among your team

*Delegate authority this could also be done by team members giving them the power to make decisions on their own

*Resolve conflict right away this could be done by giving team members a chance to resolve it on their own.

*Celebrate success you could do this over team lunches or evenings out.

*Communicate, good communication goes a long way.

*Set aside time for fun when team members can find enjoyment in their roll it will always keep good energy within the team.

*Make feedback mandatory always good to give feedback to team members so they now where they are at and are reassured.

*Gain insight with personality Tests making sure team members who are put with the right ppl to work.

*Nurture team morale individual morale is good once that is high you can work on team members to ensure they work well with other members.

*Keep employees engaged making sure everyone motivated in what they are doing, and this will also push them to go above and beyond.

Cognitive style diversity two theoretical bases that propose different effects on teams (Van knippenburg & Schippers, 2007) this theory contends diversity has negative effects on teams. Team members may have improved capabilities and performance (Horwitz & Horwitz, 2007) task-relevant diversity characteristics relate to team outcomes.

This type of diversity can be measured at a individual level information processing, task-related beliefs perspectives and assumptions this is why we chose to investigate cognitive style diversity among team members. (Van knippenburg & Schippers, 2007)

Cohesion is dynamically affected by team inputs

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