



Effective teamwork

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• A team is a group of people who work together, the benefit is that working together creates an enthusiasm for idea generation that people usually don't experience alone. The ability to share ideas with the team excites employees and accelerates the creative process. This advantage of teamwork can only be realized if it's managed correctly.



Advantages of Teamwork

1. Working together facilitates idea generation and creativity



2. Teamwork improves productivity and brings better business results



3. Working in teams boosts employee morale and motivation



4. When we work together, we learn faster

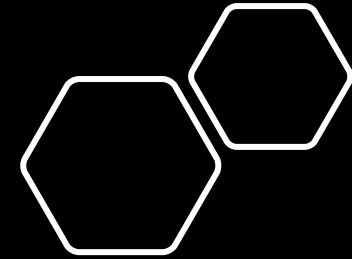


5. Teamwork relieves stress



6. Working together improves customer service





- In conclusion I want to say that a teamwork is the collaborative effort of a group to complete a task in the most effective and efficient way.



Stages of team development



Bruce Tuckman W. (1938–2016)

Professor of educational psychology at the Ohio State University and Founding director of the Dennis Learning Center and contributed to educational research

(Lauren, et all, 2017)

Photo source: (Beever, 2019)

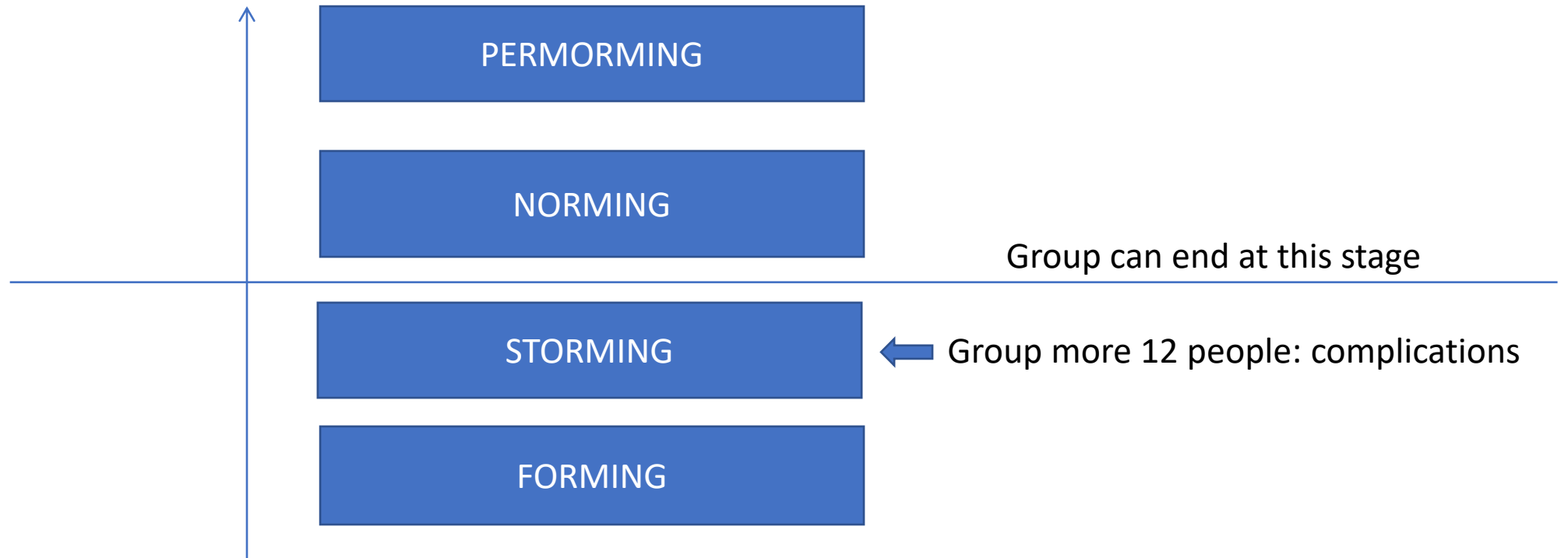
Tuckman's Model of Group Development (1965)

(Tuckman, 1965)

(Tuckman, Jensen, 1977)

Small group 3 - 12 people

Time frame : Wheelan in 2004



Forming

Orientation to task – relationships



Photo source: (Montgomery, 2019)

Storming

Intragroup conflict- emotional response



Photo source: (Kappel, 2017)

Norming

Development of group cohesion- open exchange of interpretation



Photo source: (Kerr, 2021)

Performing

Functional roles connection - solution



Photo source: (Eisenhauer, 2021)

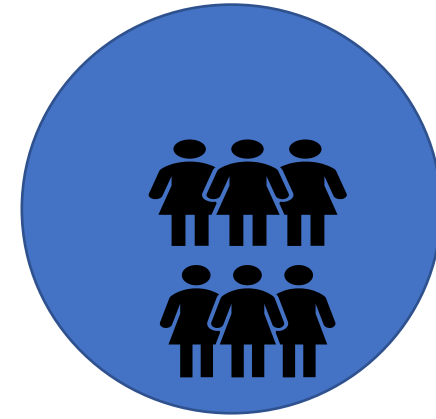
Adjourning 5th Stage (1977)

Accomplishment – achievement of task

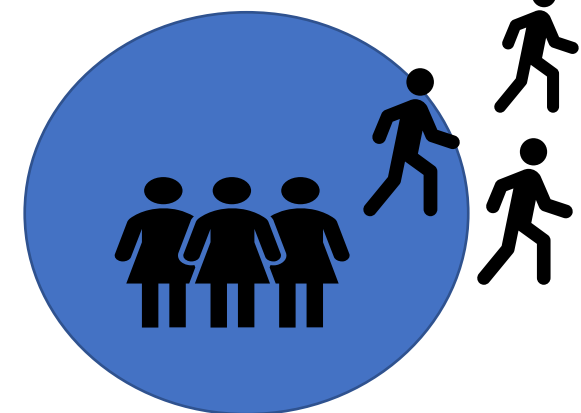


Photo source: (Zurek, 2021)

Option A



Option B

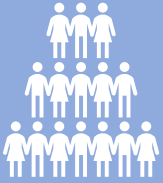


Created by Marta Zapparoli



Historic Projects, (2020)

- Research by Meredith Belbin discovered, that successful teams are made from 9 team role behaviours. (Mind tools, 2021)
- Team roles can be divided in to three types:
 - People oriented
 - Action oriented
 - Thought oriented
- Every role has its strengths and weaknesses.



Co-Ordinator (P)- great at identifying values of other team workers. ***May tend to manipulate others.***



Shaper (A)- team improver, no challenge is too big. ***Might be offensive to others.***



Plant (T)- very innovative person. ***Not great listener.***

Hersey and Blanchard situational leadership

- **Situational leadership-** leading style depending on situation.(Business to you,2020)
- **4 styles of leadership:**
 - Telling
 - Selling
 - Participating
 - Delegating
- **4 styles of maturity or readiness:**
 - M1
 - M2
 - M3
 - M4

-
- **Telling**- low level of maturity, not able or willing to do the task.
 - **Selling**- willing to do the task, but not able.
 - **Participating**- leadership requires less interaction as team starts to do tasks individually.
 - **Delegating**- teams are ready to work on their own. (Scouller,2020)

Managing Conflict : Thomas and Kilmann model.

Came up with a model of effective conflict resolution.

When the perspectives of people clash with one another.



Photo source (Madison,2020)

Thomas and Kilmann model of Conflict management



- Assertiveness portrays
- Cooperativeness responds

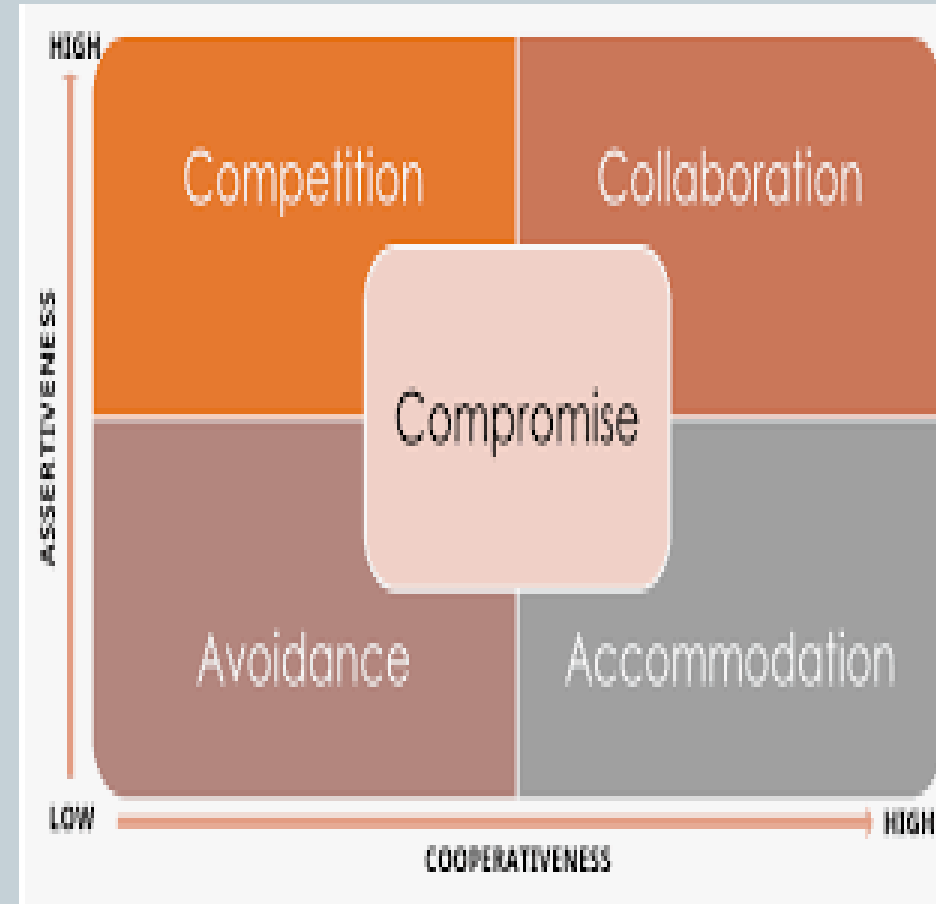


Photo source (Ascenditur,2010)

Thomas and Kilmann model of Conflict management

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Five modes:

1. Competing
2. Accommodating
3. Avoiding
4. Collaborating
5. Compromising



Photo source (wordpress,2020)

Application of model

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The model of Thomas and Kilmann is accurately imposed in the retail sectors of Tesco and Sainsbury and in Next Plc.



Photo source (managmentweekly,2019)

Importance of model in effective leadership

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- Team leaders would need to appropriately sense the hints.
- Leaders would have to imperatively maintain harmony in teams armony in teams.



Teamwork Development



- ❑ Teamwork is the ability of individuals to come together and work towards a common goal. In a team, people work together to achieve the same goals and provide excellent services. Teamwork increases emotional stability and confidence, as members become able to plan and decide more effectively with others (Driskell et al., 2018, pp.334–348).
- ❑ Teamwork development is the process of learning how to work together effectively. In order for a team to be effective, its members must work together to contribute collectively to team goals.
- ❑ However, a team's capacity to work together does not automatically arise: it develops with time as individuals continue working together.

Characteristics of a Successful Team



- ▶ Every team member is aware of the collective goal they are to achieve.
- ▶ All team members putting their efforts, time, energy and attention into a common goal to be achieved by the team.
- ▶ All team members are aware of the 3 R's, that is the Rules, Roles, and Responsibilities of the team dynamic.
- ▶ Communication, decision-making, and accountability is also effective.



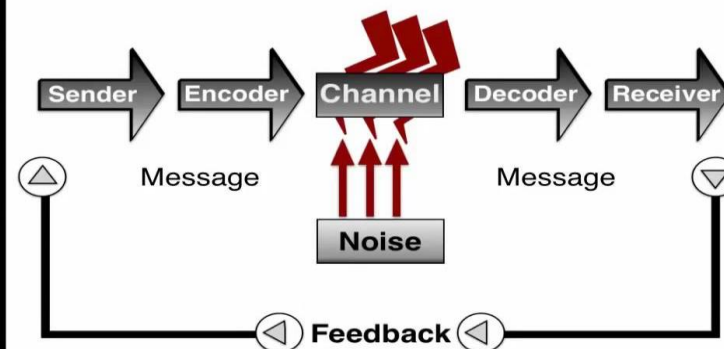
Models of Teamwork development



Plamen Penchev 1910023

- ▶ The Tuckman team Model.
- ▶ Shannon and Weaver theory of Teamwork and Communication.
- ▶ Berlo's SMCR Model of Communication.

Shannon-Weaver's Model OF Communication



BERLO'S
MODEL
OF
COMMUNICATION

S - Sender

M - Message

C - Channel

R - Receiver

Models Teamwork Development Cont....

- **The Tuckman Team Model:** Bruce Tuckman developed the theory in 1965, and it has been used in countless scenarios even today. According to the theory, a high-performing teamwork undergoes for stages of teamwork development (Rickards and Moger, 2000, pp.273–283).
- **Shannon-weaver theory of Teamwork and Communication:** According to this model, a successful team requires effective communication. In order for teams to function efficiently and effectively, it is important to consider each member's communication style and the different ways they give feedback and disagree (Al-Fedaghi, 2020).
- **Berlo's SMCR Model of Communication:** According to Berlo's SMCR Model of Communication, the four components of communication sender, message, channel, and receiver are very important in teamwork development. As part of the model, encoding and decoding are also considered, which take place before a message is sent and before it is received (Turaga, 2016, pp. 56).

Importance of Teamwork Development

- ▶ Improves work relations among employees
- ▶ Employees learn from each other .
- ▶ Healthy competition is formed among employees.
- ▶ Tasks are completed faster



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