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Effective team working and
communication (BMSW4009)

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Task 1 Written Report

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Introduction

Throughout this module I have researched and learnt about numerous theories relating to teamwork which is work done by a group acting together so that each member does a part that contributes to the efficiency of the whole (Merriam-Webster, 2025). As part of strengthening my understanding of how to participate in teamwork effectively I have carried out Belbin's team roles assessment to find my natural roles. The results were that I am naturally the plant and the resource investigator in teams. Understanding my role in the context of Belbin's theory will support me in developing my teamwork skills as it is essential that people with different roles understand themselves in order to contribute effectively to a team (Belbin, 2025). In this report I will also further expand on what I have learnt, different theories and how I am applying my new found knowledge in practice to enhance the quality of work we produce when I am part of a team.

Findings

Belbin's team roles have helped reveal my natural role within a team. Firstly, I have realised that I am the plant which is an essential creative force within a team (Accelerate learning, 2025). Being the plant means that I am responsible for creating new ideas and introducing them to the team. This is important in a team setting as without a plant work can become mundane and unoriginal, leading to less effective and successful outcomes. In my personal experience being the plant has led my teams in the past to excel. For example, recently whilst managing the warehouse in my business, I implemented a new method of storing stock. This was highly effective and even more efficient than previously, allowing my team and I to complete our tasks even faster than before. Being the plant has revealed to me the importance of creativity and how individual ideas can end up benefiting the whole team, contributing to a positive teamwork experience. Secondly, I found out that I was the resource investigator in the team. This also involves a sense of creativity as it means that I am eager to delve into new territories and establish new contacts to benefit the team as a whole (Indeed, 2024). Overall, using Belbin's team roles I now better understand my position in a team and that I contribute with my creativity and resourcefulness.

When researching theories about how to deal with conflicts in a team setting, the Drama Triangle stood out to me. This theory essentially divides the members in a conflict into three unhealthy categories, the victim, the rescuer and the persecutor (Branford, 2023). I recently experienced a situation where I could apply this theory when participating in a group presentation task. I found that I became the rescuer when I tried to take control of the task to save others when one person was not contributing to the presentation. Now that I reflect on the situation, I find that it was not ideal for me to act as a rescuer and that I should have taken a step back to find a more appropriate solution where all members were held accountable for their actions (Attachment project, 2024). Communication is also highly important when working in a team as correct and effective communication can help to avoid conflict. One way in which I have improved my communication skills is through understanding transactional analysis, particularly through learning the Parent Adult Child ego states (PAC). By understanding the ego states I was able to rethink my approach to solving a conflict in my workplace. I realised that I was communicating from the parent state too often, which can seem controlling whilst other members were responding from a child state

becoming easily frustrated (Merchant, 2015). Understanding transactional analysis helped me shift to aiming towards an adult-adult communication style instead. This proved to be a much more effective method as being on the same page can help solve conflicts much more efficiently than being in different ego states.

Building effective relationships is also a key part of working successfully as part of a team. To enhance this skill I refer to the Know Like Trust Model and Tuckman's development model. Both of these theories are highly relevant to ensuring that a team can work together effectively. The Know Like Trust model consists of understanding, supporting and relying on teammates to complete their designated tasks and engage enthusiastically with the group (Edgar, 2024). This theory was essential when working on group projects, particularly presentations as the bonds that I had built with my groupmates were found to be crucial when relying on them to fulfil their roles and contribute to the team. Tuckman's development model also provided insight on why at first teams may be less effective. The four stages laid out in the theory contain the forming stage at first. At this stage everyone is polite and unsure, but as time went on we entered the performing stage where tasks were being completed effectively (West Chester University, 2024).

Conclusion

In conclusion, I have learnt a significant amount about the way in which I naturally contribute to teams by applying the numerous theories and models mentioned above. I have already seen an improvement in my teamwork skills, particularly in using my creativity to benefit the team and also with conflict resolution by acknowledging where I can improve. In the future I plan on continuing to refine these skills by acknowledging and exploiting my strengths when it comes to working in a team. I have also realised some of my weaknesses by contrasting my approaches to the ideal methods stated in certain theories. My communication and conflict resolution styles specifically need to be worked on throughout the future to strive towards a more effective teamwork environment. Overall, I feel that I have learnt a lot from this module and will continue to apply this knowledge in practice.

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