



Effective team work and communication

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Effective teamwork and communication



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The Benefits of team working

-
- Creativity
- Enthusiasm in a team
- Complementary works and skills
- Building trust in a team and it's benefit
- Conflict solving



The Benefits of team working

A team is a number of individuals working as one to achieve as a particular goal.

Creativity

- ❖ Creativity is the ability to think about a task or a problem in a different way and to explore ideas.
- ❖ This also provides a supportive network which improves moral support which leads to a better relationship at work.

Enthusiasm in a team

- ❖ This provides strong feeling about a task you enjoy doing which you are enthusiastic about. This will help you focus on what needs to be done.



The Benefits of team working

Complementary works and skills

- ❖ A group of 3 or more people undertaking a task, they all come together with different skills and strengths to help each other finishing their task in a more sufficient way. They complete each other to accomplish their task.



The Benefits of team working

Building trust

- ❖ Trust building is the ability to develop trust between two people in order to work more effectively.

Conflict solving

- ❖ Conflict can happen between staff, management and even service users at workplace.

For example conflict may occur between co-workers, or between supervisors and subordinates, or between service providers and their clients or customers.



Stages of team developement

Together Everyone Achieve Much.



According to Bruce Tuckman ,teams contribute to success and achievement. Margareta Couoette(2019)



They attracts talent and when teams are strong, they build trust and share strong bond. Anderson (2010)



They to support one another, a sense of belonging (.Quintanilla's., Wahl's(2017).



It improve employee's self-esteem and morals. Peter Morgan(2017)



They create positive independence and shared goals and values(D, Solomon,



Stages of team developement

Before 1960 organizational research rely mainly on individual productivity . Bruce Tuckman a professor of Psychologist at Ohio university developed the team process model in 1965. . Between 1970 and 1980 team building took effort to improve productivity in the work place (Mound et al 2017).



Forming



Storming



Norming



Performing



Doming or adjourning stage

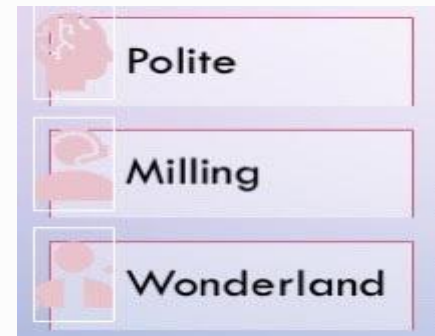


Stages of team developemet

The forming stage

- ❖ The forming stage is when members come together and begin to access each other.
- ❖ They make effort to work together
- ❖ They wonder what to expect and what will be expected of them.
- ❖ They find ways to communicate and interact with others.
- ❖ It is the time of milling, confusion, polite or purposeless.

(Griffiths B. E.B. Dunham)(2010)(Margaretta Cauoette(2019)

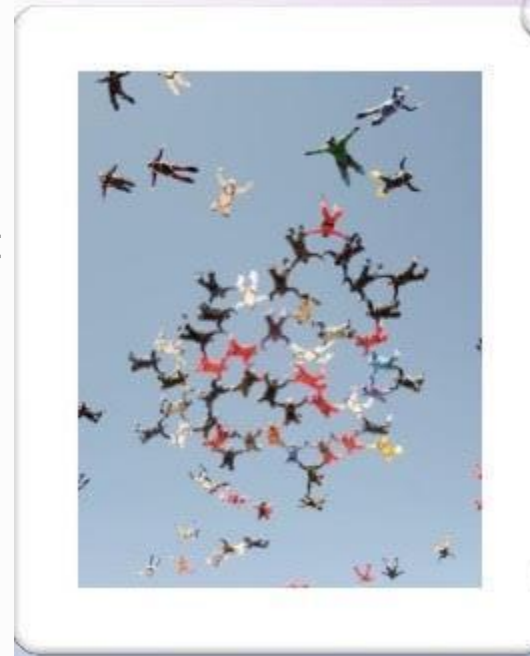




Stages of team developement

Storming stage

- ❖ Members begin to struggle for position and roles.
- ❖ Conflict arises because of different personalities, learning and styles.
- ❖ The goal and mission of the team is often questioned.
- ❖ Some avoid taking any task, and some never reach the next stage.
- ❖ Demonstration of resistance, frustration and cliques.





Stages of team developement

Norming stage

- ❖ Cooperation development and productivity. Peter Morgan (2017).
- ❖ Effective communication and decision making.
- ❖ Acceptance and sense of belonging. Andrew Maund (2017).
- ❖ They are purposeful, relevant and cohesive.





Stages of team developement

Performing stage

- ❖ The performing stage is where teamwork is achieved.
- ❖ Roles are flexible and fully supported
Solutions are found and implemented
- ❖ Ability to stand as leaders and manage
- ❖ They respect each other. and learn from each other.
- ❖ They are confident, cooperative and trust each other. Ashley Hildebrandt, Jackie Marr (2020)





Stages of team development

Adjourning stage

- ❖ Tuckman and Jensen in 2010 updated the Tuckman's model of 1965 and added the fifth stage, adjourning.
- ❖ The bittersweet sense of accomplishment where members are reluctant to say goodbye
- ❖ Many personal relationship is formed.

(Guttenberg(2020)





Team roles in the workplace

Coordinator

- ❖ A coordinator is a person who organizes activities and negotiate with others in order to ensure they work effectively.

Plant

- ❖ According to Belbin's theory a plant can provide imaginative and original lines of thoughts when a team is stuck for ideas.

Resource investigator

- ❖ These are communicators who are able to start a link to extend the range of contacts and relationships towards others.



Team roles in the workplace

Shaper

- ❖ The shaper provides the team with challenging situations intended to shape the team and to keep them focused to goals and objectives.

Implementer

- ❖ Implementer are people who are reliable in a team and are useful in organizations, who turn ideas and suggestions into action.

Monitor-evaluator

- ❖ Monitor-evaluator are who analyses issues that focus on ideas to ensure their viability, and help develop them further.



Team roles in the workplace

Team worker

- ❖ Team workers are who support others in a group that keeps things running smoothly helping all team member to contribute effectively by supporting each other.

Complementer-Finisher

- ❖ The finisher is responsible for any final touches to ensure that the work is done correctly. They are responsible to see if teams have met their deadlines.



Managing conflicts

Managing conflicts in healthcare sector are as follow:

- ❖ To be able to identify the causes of conflict or the problem
- ❖ To be able to introduce strategies to manage conflict in workplace.
- ❖ Conflict arises from differences angles when people comes together as a group or teams.
- ❖ People can explode and target those they don't like.
- ❖ Conflicts can be unpleasant in setting situation most at times.
- ❖ People can be rude and disrespectful during conflict.

(Thomas, k. and kilmann, 1971)



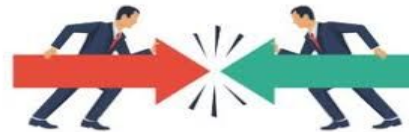
Managing conflicts

Factors that brings conflict

- ❖ Communication factor



- ❖ Conflict comes in a different form namely: communication is very vital in dealing with conflict in terms of teams in workplace, sometime how we communicate to our peers brings a lot of different meaning because of stereotyping or lack of understanding.



- ❖ Lack of communication skills (i.e) poor communication bring most conflicts in teams.





Managing conflicts

Structural factor





Managing conflicts

Data conflict factor

- ❖ Where people are limited to information or different interpretations of data.

Values factors

- ❖ Day to day values and self-definition.

Personal relationship factor

- ❖ Stereotypes, poor communication. They normally occur due to strong emotions, i.e mistrust, jealousy, hatred are all created by perceptions.

Varney(1988)



Managing conflicts

To be able to
managed conflicts in
teams can used widely
accepted model of
Thomas-Kilmann

Accommodating

Comprising

Collaboration

Competition

Avoidance

(Thomas- Kilmann,
1974)



Managing conflicts

However, conflict cannot be resolved without:

- ❖ Listening, remain calm, let the other person's voice out.
- ❖ Acknowledging: try and consider other person's point of view.
- ❖ Respond: Quickly take responsible when you are at fault. However stop any verbally abusive words that will escalate the situation.
- ❖ Resolved differences: Always use the power visualization.



of

Summary: not all conflict are bad, sometimes conflicts happened to strengthening us and make the organisation grow to achieve its goals.



Successful team development

- Having successful teams takes more than having a group of employees with the right set of skills.
- Below are the steps a leader should take to develop a successful team:
 - ❖ Establish clear and effective way of communicating to team members.
 - ❖ Encourage trust and cooperation among team members.
 - ❖ Set ground rules for all members of the team.
 - ❖ Encourage contribution of ideas from team members.
 - ❖ Invest in team-building events.
 - ❖ Establish an individual connection with each member of the team.
 - ❖ Clearly define the roles and responsibilities of each employee in the team.



Successful team developement

Clear and effective way of communication

- ❖ Always clarify directives.
- ❖ Set an example of good communication by remaining open to suggestions, being a good listener and asking questions.
- ❖ Encourage team members to practice active listening in order to achieve clarity.
- ❖ Encourage two-way feedback.



Trust and cooperation among team members

- ❖ Discourage formation of cliques within the team.
- ❖ Discuss trust issues with team members.
- ❖ Don't place blame on individuals.
- ❖ Lead by example by trusting all members of the team.



Successful team developement

Set ground rules

- ❖ Give the team a set of values and behaviors that each should follow.
- ❖ Ensure that each member understands the rules and commits to follow them.

Encourage contribution of ideas

- ❖ Give employees opportunity to solve problems arising in the team, take action and make decisions.
- ❖ Give all members a chance to speak during meetings (including the shy and silent members)





Successful team developement

Invest in team-building events

- ❖ Team building events help in creating a sense of community / belonging in the team.
- ❖ Also serves in improving collaboration and communication among team members.

Establish connection with each member

- ❖ Leader should know all members of the team.
- ❖ He or she should understand the skills and interests and weaknesses of every member.
- ❖ This helps in knowing the right tasks to allocate to each member hence improving productivity.





Successful team developement

Define the roles and responsibilities

- ❖ Each member should understand their position in the team.
- ❖ This helps in improving efficiency and accountability.

Conclusion

A leader can steer a team towards success by members communicate effectively, trust each other and can freely share ideas. Additionally each member should understand their role in the team and follow the set rules. The leader should ensure the team participates in team-building events and that he or she has a connection with each member of the team.



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