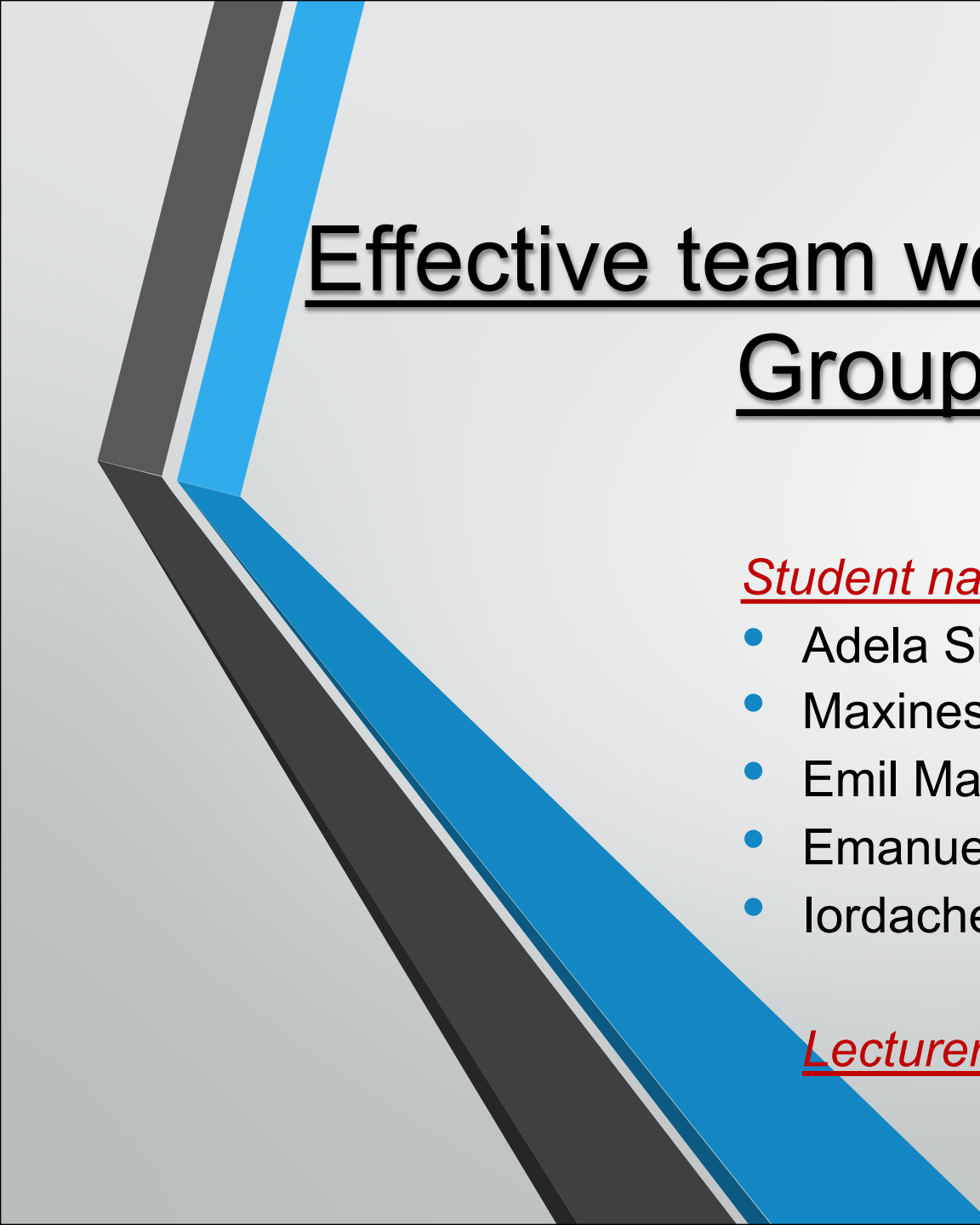




Effective team working and communication Group 4 Presentation

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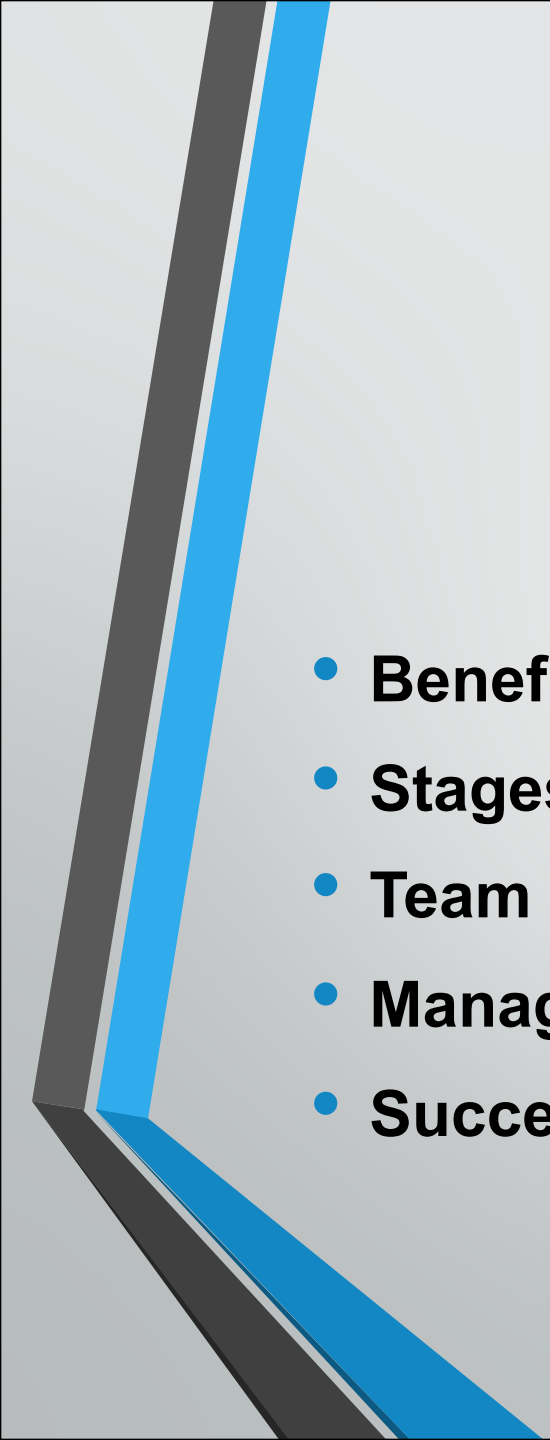


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Benefits of team working



- Adela Sisoï – 2114884 (Group Leader)

Definition of team?



- a group of people working together to complete a task,
- a team are combining their own understanding, skills, knowledge, information, and resources,
- a group have members with balancing skills,
- members of team need to respect, care and support each other,
- team members link together and form trusting, they develop identical purpose,

(Wikipedia Contributors, 2019)

(moodle.uwtsd.ac.uk, n.d.)

Why is team working important?

- Supports a positive place of work atmosphere
- Reaches new goals
- Supports good working relationships
- Paths to healthy business running
- Completely tasks and quick production
- Bring up new opportunities

(Brighthr, 2010)

(Indeed Career Guide, n.d.)

The benefits of team working

- **Improves flexibility** – working in a team, allows everyone to know what is each other capable of, and allows to share the tasks with the members of the team. If one task can not be done, somebody can give a hand.
- **Develops customer service levels** – when teams work together deliver a higher quality customer service. Customers love joined service experiences, so they're enquires are solved quick.
- **Increases productivity** – teams that works together are a lot more interested and productive towards the companies goal
- **Greater synergy** – teams are made with various people and they have different skills, knowledge and experiences.
- **Engages employees** – teamwork permits employees to chat, socialise and make conversations further than work.
- **Build trust** – working as a team, the members are creating bonds which makes each member of the team to trust each other
- **Overcome difficulties** – when a team comfort a badly situation, they all come up with solutions to solve the problem



Disadvantages of team working



- **Responsibility issues** – most of the times, team members start blaming each other for the mistake that had been done.
 - **Communication failures** – team members, communication skills levels should be a very high quality so will not lead to misunderstanding tasks.
 - **Organizational tasks and challenges** – in a new team can take longer to organise the people. It is more difficult in a team to calculate how long it may needs for the procedure to be done, which will lead to failure of the development.
 - **Employees assessment complications** – being in a team is working together which means that a group has common responsibilities. This makes a hard assessment for the managers or supervisors because they can not really see each of the individuals strengths and weaknesses.
 - **Disagreements and conflicts in a team** – all people have their own personality, own work style, own opinions and concepts, so the managers can not expect all the team members to agree with everything all the time.
 - **Differences in labour style from person to person** – everyone have ‘different work styles’ and use diverse methods in their workplace. For example: some people are ‘strategic and idea-oriented’ ,or ‘extremely organised and detailed-oriented’ or others are ‘data-oriented’. Those types of people work style can result in conflicts.
- Decision making takes longer** – this can be a main disadvantage working in a team, because everyone need to be involved and it takes longer to become to a decision.

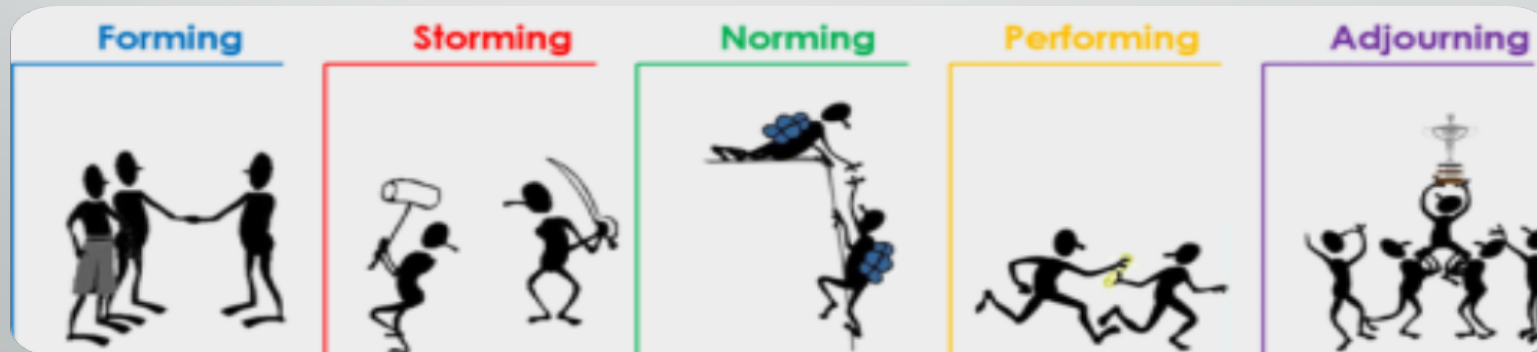
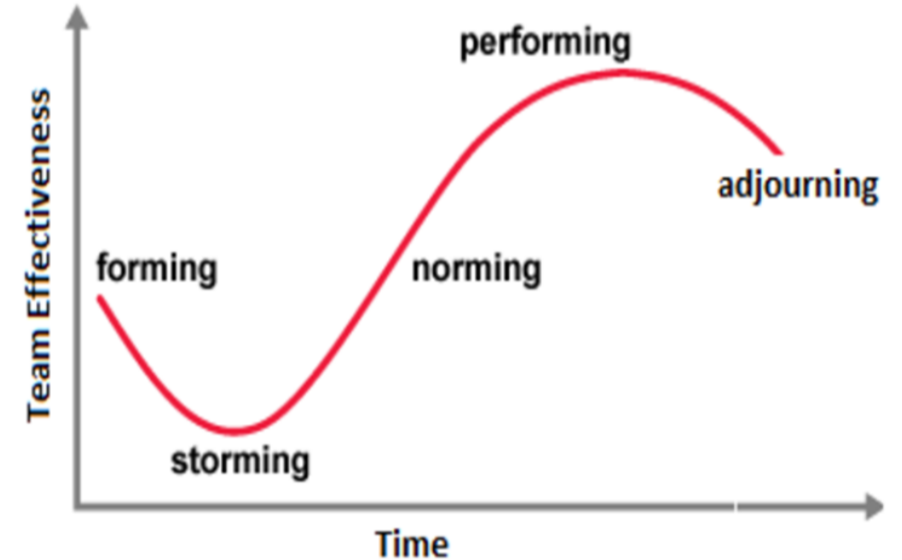
Stages of team development



- Maxinese Florentina Marilena – 1919888

Stages of team development

- Bruce Tuckman, an educational psychologist, identified a five-stage development process that most teams follow to become high performing.
- He called the stages: forming, storming, norming, performing, and adjourning.



Bruce Tuckman's 1965 Team-Development Model

Background Information

- Dr Bruce Tuckman published his 'Forming, Storming, Norming, Performing' model in 1965. He later added a fifth stage, Adjourning, in the 1970s.

Why is Tuckman's Model useful?

- Tuckman's model explains that as the team develops maturity and ability, relationships establish, and the leader changes leadership style.
- This simple overview of the Tuckman 'Forming, Storming, Norming, Performing, Adjourning' model offers a simple way to understand how groups develop.
- Tuckman's model is especially helpful in training people on group work, thus enabling groups to fulfil their full potential.

Stage 1: Forming

This stage is classified by:

- High dependence on the leader for guidance and direction.
- Little agreement on team objectives other than those received from the leader.
- Individual roles and responsibilities are unclear.
- The leader must be prepared to answer lots of questions about the team's purpose, objectives and external relationships. Processes are often ignored.

Stage 2: Storming

This stage is classified by:

- A lack of agreement when it comes to making group decisions. Team members attempt to establish themselves and their position in relation to other team members and the leader, who might receive challenges from team members.
- Clarity of the team's purpose increases but many uncertainties persist.
- Cliques and faction's form. This may lead to power struggles. The team needs to focus on its goals to avoid becoming distracted by relationships and emotional issues.

Compromises may be required to enable progress.

Stage 3 :Norming

This stage is classified by:

- Agreement and consensus largely forms among the team, who respond well to facilitation by the leader.
- Roles and responsibilities are clear and accepted.
- Commitment and unity are strong. The team may engage in fun and social activities.
- The team discusses and develops its processes and working style

Stage 4: Performing

This stage is classified by:

- The team's increased strategic awareness. It is now clear why the team is doing what it is doing.
- The shared vision of the team. It is now independent and does not need interference or participation from the leader.
- Team members look after each other.

The team requires delegated tasks and projects from the leader

Stage 5: Adjourning

Tuckman's fifth stage, Adjourning, is the break-up of the group, once the task is completed successfully and its purpose fulfilled.

- From an organizational perspective, recognition of and sensitivity to people's vulnerabilities in Tuckman's fifth stage is helpful. This is specifically if members of the group have been closely bonded and feel a sense of insecurity or threat from this change.
- Feelings of insecurity would be natural for people with high 'steadiness' attributes (as regards the 'four temperaments' or DISC model) and with strong routine and empathy style

Team roles including leadership role

- Emil Marian Stan – 1921647

Managing Conflict



- Emanuela Andreia Popescu – 2115533



What is conflict management?

- Conflict management, also known as conflict resolution involves having a workplace that precludes conflict and a management team that successfully handles and resolves workplace issues.

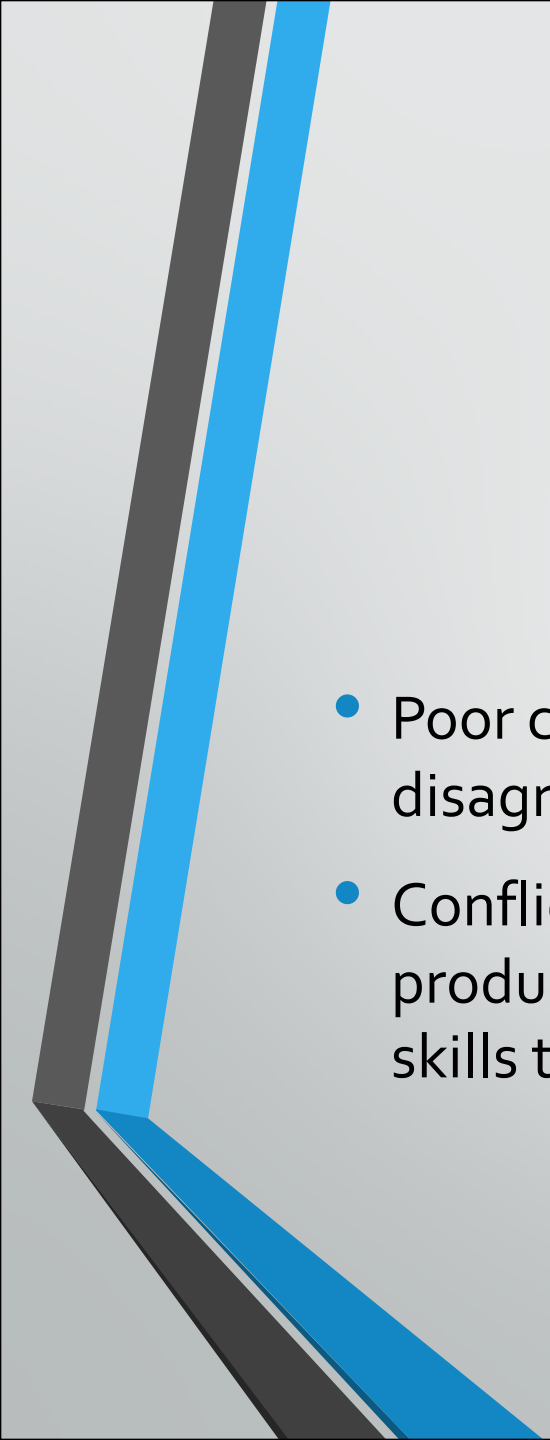
What are conflict management skills?

- The aim for professionals in the workplace should not be to avoid conflict, but to resolve it in an effective manner. Employees with strong conflict resolution skills are able to effectively handle workplace issues. Communicating clearly, empathetically, and patiently leads to favourable outcomes and keeps professional relationships strong.

Managing Conflict

- Definition, Skills and Example
- What are conflict management skills, and how can they help you at work?

Strong conflict management skills are an advantage in most positions, as conflict is virtually impossible to avoid. It is human nature to disagree, and disagreement are healthy when approached correctly. Eliminating conflict entirely would cause its own problems there would be no diversity of opinion and no way for us catch and correct flawed plans and policies.



Why employers value conflict management skills

- Poor communication or interpersonal tension can easily cause simple disagreements to flare up into resentment or worse.
- Conflicts that are allowed to fester and grow will ultimately diminish productivity and damage staff morale. This is why employers seek with the skills to manage and diffuse conflict.

Communication

- Much unnecessary conflict can be avoided simply with clear, accurate written and verbal communication a single lost email could lead to failed plans and fingers pointed.
- Assumptions about what other people already know, think or intend can cause resentment or worse. Some people argue just because they want to feel heard.
- Examples of good communication skills include ;
- Quickly addressing problems
- Etc....

Successful team development



- Iordache Diana – 2115792

Successful Team Development and Key Factors

➤ The Key Factors in Team Development:

- Mission, Purpose – the importance of setting the goals is to focus to the acquisition of more knowledge and to stay motivated
- Process Orientation- the process it s to establishing roles and responsibilities for each member of the group
- Communication –the open and honest communication is to resolve any conflict in a constructive way and to create a connection between employees
- Involvement - involvement it s defined by several voices but one sole message
- Commitment – commitment it s defined by sharing the same vision and bring the vision to life

How to build a strong and successful team

➤ Steps to build a Strong Team

- The establishment and understand responsibilities –to understand how their work fits into the organizational mission
- Cover the Belbin Roles – to have defined roles and responsibilities
- Have common goals and develop trust—to keep them focus on the mission and constantly work on earning the trust with clear goals tied closely to team and organizational priorities
- Deal with change and adapt – to be prepared for any outcome or smallest event and to celebrate success but also failure
- Deal with conflict -to manage the conflicts in a constructive way by communicate
- Share information and share ideas –to share information for reducing loss of knowledge and to share the ideas and opinions allow everyone to feel they contribute freely

Importance of Successful Team Development

- Developing leadership skills and communication skills - to motivate by encouraging decision making and encouraging creativity it s important to stimulate the development of skills and their improvement
- Encouraging personal growth - the reward of competencies and highlight individuals' strengths it s important for employee satisfaction
- Supports team collaboration – collaboration and cooperation it s important for keep all the employee connected and concentrates on objectives

Benefits of Successful Team Development

- Increased effective communication – to increase the communication it allows employees to feel safe and comfortable in the workplace and provide a good organization
- Employee motivation – to motivate the employees to perform and to feel a sense of meaning and purpose in their work
- Efficient employee performance – to complete tasks and provide results

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Thank you!

Any Questions?