



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMSW4009

Effective Team Working and Communication

Week 2

Trawsnewid Addysg; Trawsnewid Bywydau
Transforming Education; Transforming Lives



www.uwtsd.ac.uk

Today we will...

- Reflect on Relationships
- Focus on people dynamics: Transactional Analysis & the Drama Triangle
- How to get the best responses: Applied Positive Psychology
- Listening and Coaching Styles: the importance of creating space to understand and collaborate
- Reminder of the assessment

*There is nowt
so queer as
folk*

Sheffield
(Yorkshire)
expression

What do we know about people:

We are shaped by
our surroundings

We have evolved to both
compete and collaborate

We are all weird

Conflict is inevitable

We keep changing

We achieve more together

What drinks
do you like?

How do you
like them?

Why is this?

THE
YORKSHIRE
— TEA GUIDE —



CAN I HAVE SOME
TEA IN MI MILK?



HAS THA SHOWN IT
BAG YET?



DAFT WASSOCK



EY UP



NAH THEN



REYT BOBBY DAZZLER



AS THA GOT
BUILDERS IN



G'OEER WITH!!



THA COULD RUN'T
CAR ON THAT

Find
someone
you don't
know, and
ask them!

Why did we do this exercise?

“The single most dignifying thing you can do, is just listen to someone” – Nancy Kline

“You’ve not arrived until you’ve spoken” – Nancy Kline

“Everyone is different”

Valuing Difference

- “Seek first to understand before being understood” - Covey
- Finding middle ground
- Seeing the world from someone else’s perspective
- Walking in their shoes
- Treating people how they want to be treated (no-one else is exactly like you)

Gestalt/Dialectical Tension

“Me”

“Master
of own
ship”

Invictus – Henley



“You/Us”

“No man
is an
island”

J Donne

Both are true and their focus and force are ever changing

Getting the balance right...

Genuinely **value differences in individuals**
to include everyone and

Doing things together to a group norm
so that people collaborate/do things collectively

It is never perfect, and depends on our own values...

Too
Individual



Too
Collective

Why do Relationships matter?

Outcomes

Actions

Opportunities

Relationships

Relationships: the building blocks

How much do we know
someone?

“Enough to get
the job done...”

How much do we like
someone?

How much do we trust
someone?

Personal Values

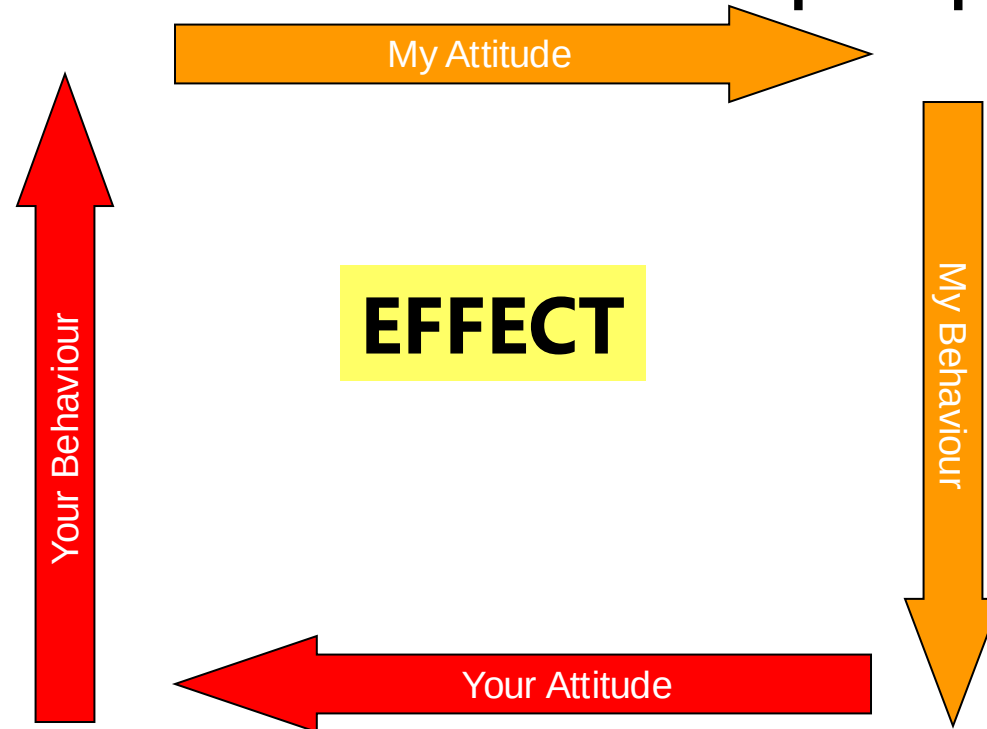
From the coloured “cheeses”, work out your list of values in order



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The impact our attitudes and behaviours have on the attitudes and behaviours of the people around us.

Betari's Box



What have you been thinking about?

What did you recognise about yourself in relationships?

What situations have you noticed yourself focusing more on relationships?

What do you agree/disagree with?

Relationships:

I am OK You are OK HEALTHY No blame: focuses on issues	I am OK You are not OK ONE UP Blame others
I am not OK You are OK ONE DOWN Blame self	I am not OK You are not OK HOPELESS Blame everyone

The OK Corral
Ernst (1971)

People – what state to choose?

Parent

Controlling



Nurturing



Adult



*Transactional Analysis
– the Games We Play
Berne (1958)*

Child



Adapted: Compliant vs Rebellious

Free Child

The consequences?



Controlling
Parent



Nurturing
Parent



Functional
Adult



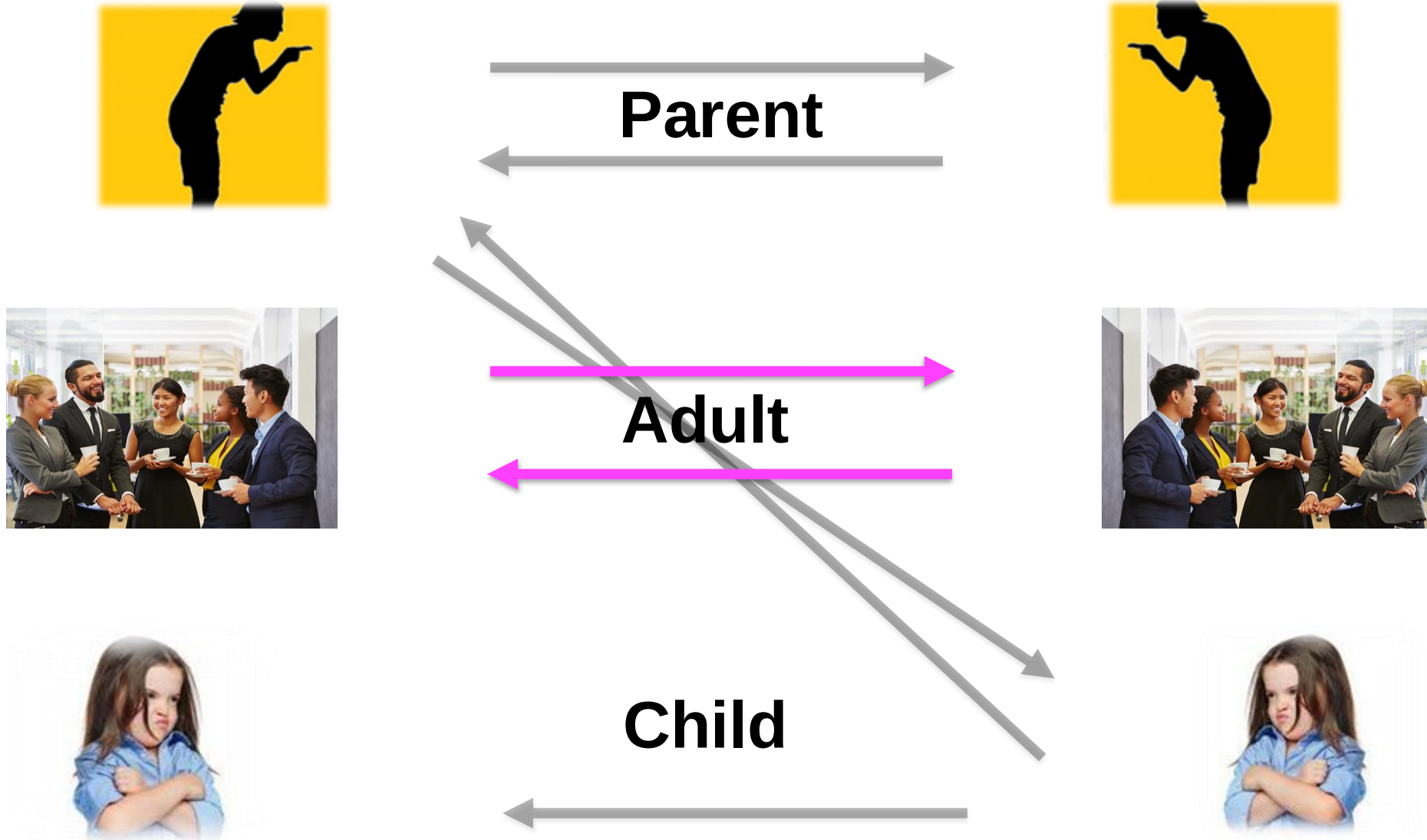
Adapted
Child



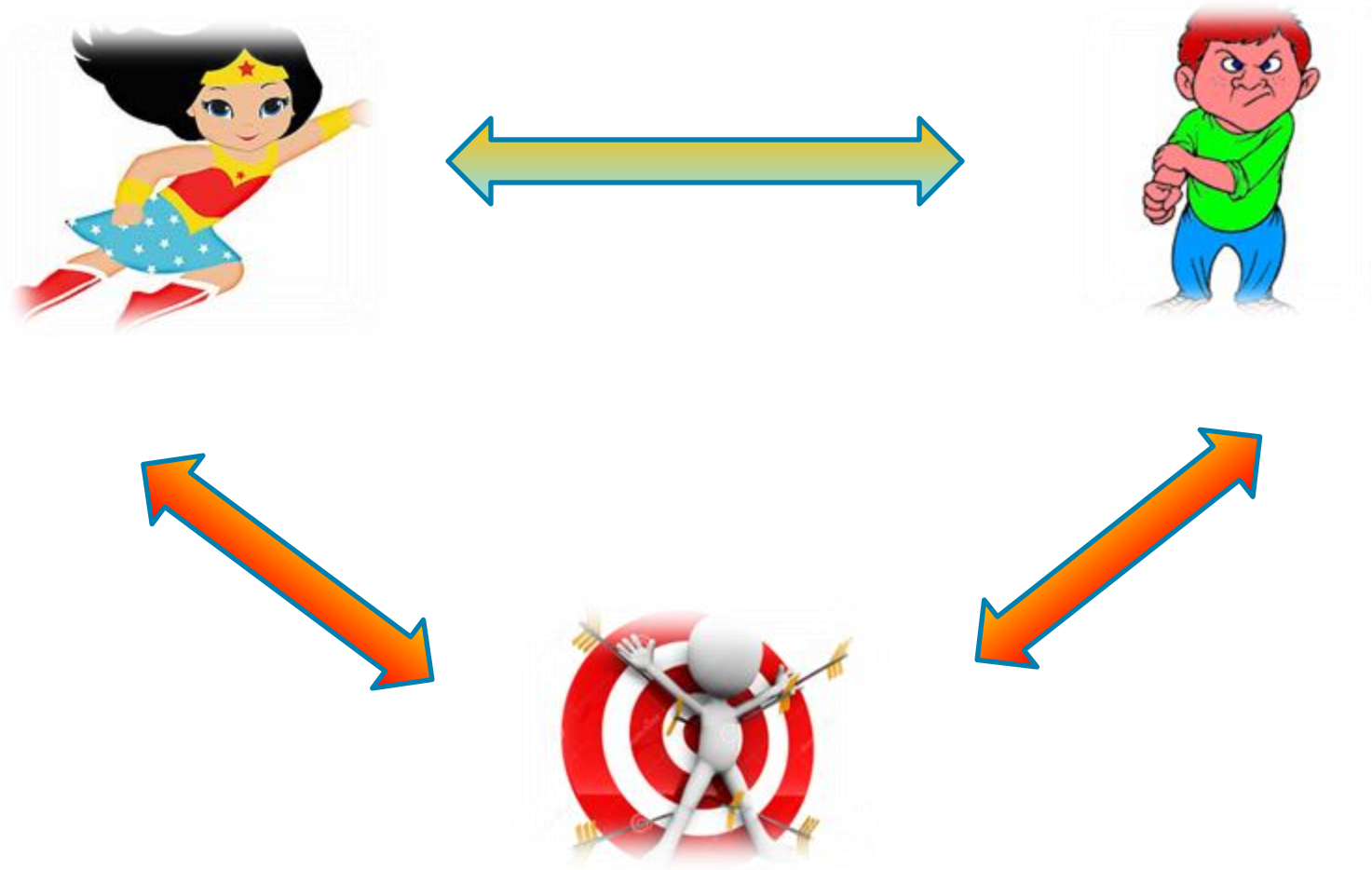
Free
Child

Positive	Negative
Firmness, control, clarity, accountability	Bossy, overbearing, disabling & disengaging
Caring, loving, kind generous	“Rescuers need victims”; disable people doing things for themselves
Logical, rational, problem-solving, balance conflict	Boring, pedantic, limited use of feelings/values
Polite, courteous, accepting, amenable	Sit quietly, can’t say “no”; or aggressive, rebellious (or both)
Friendliness, fun, creative, honest, use emotions	Immature, childish, over emotional

How do we build relationships with others?



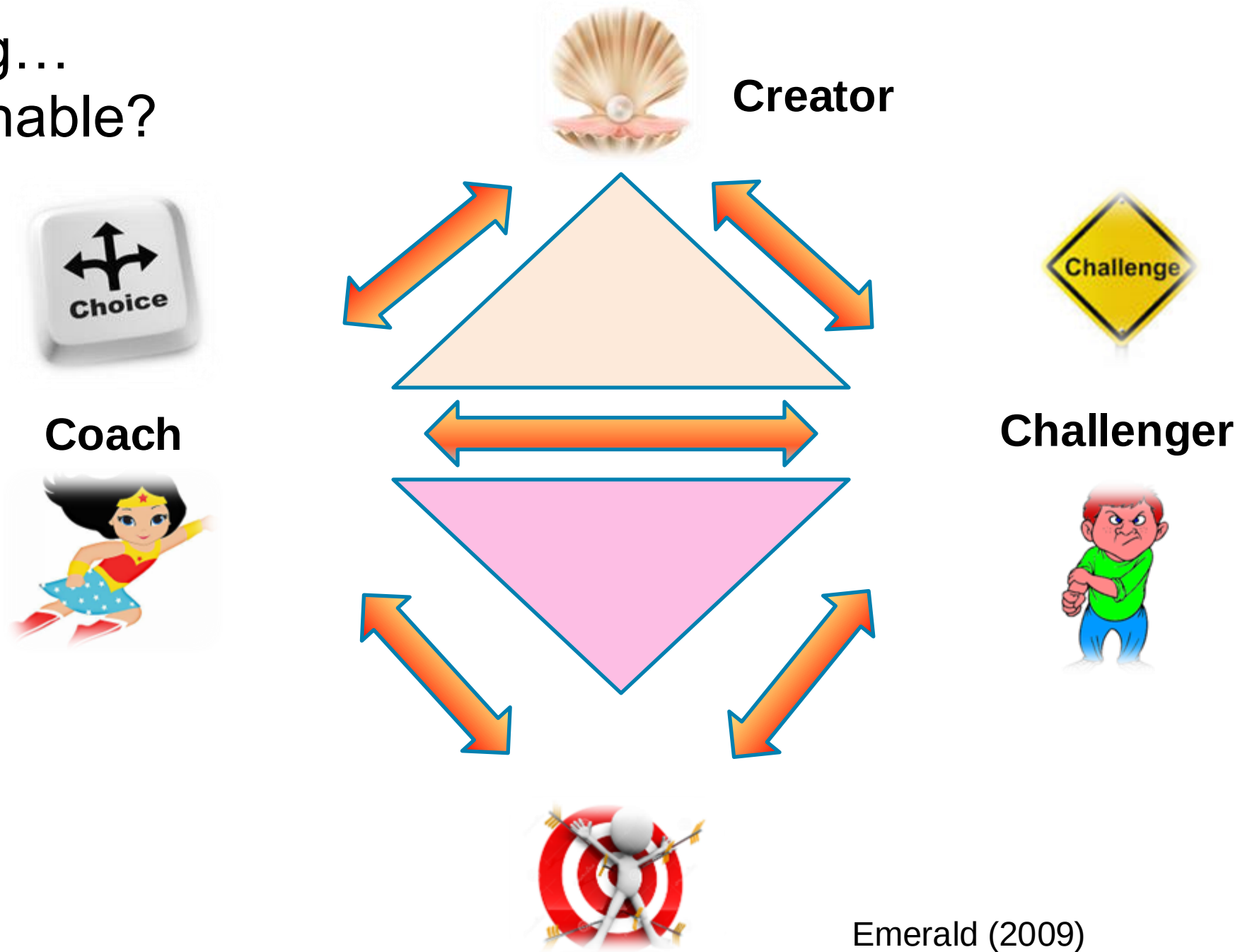
Noticing Drama Triangles...



Karpman (1968)

Reframing...

“Fix” or Enable?



Emerald (2009)

Assessment

Part 1

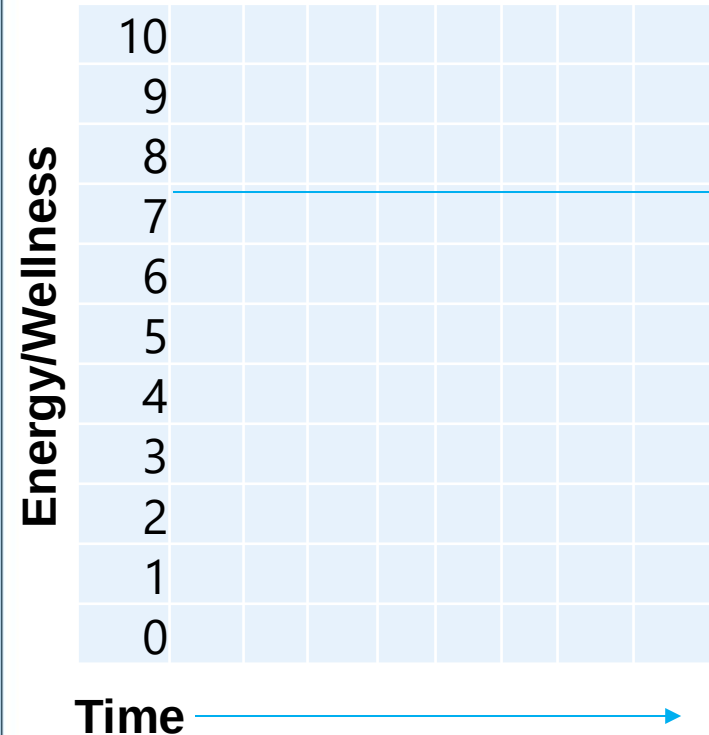
- Reflective Report
- 1,000 words
- Due: 29/11/24
- See Pages 5-11 of the Module handbook
- Answer the questions using appropriate academic writing & referencing

Assignment 2

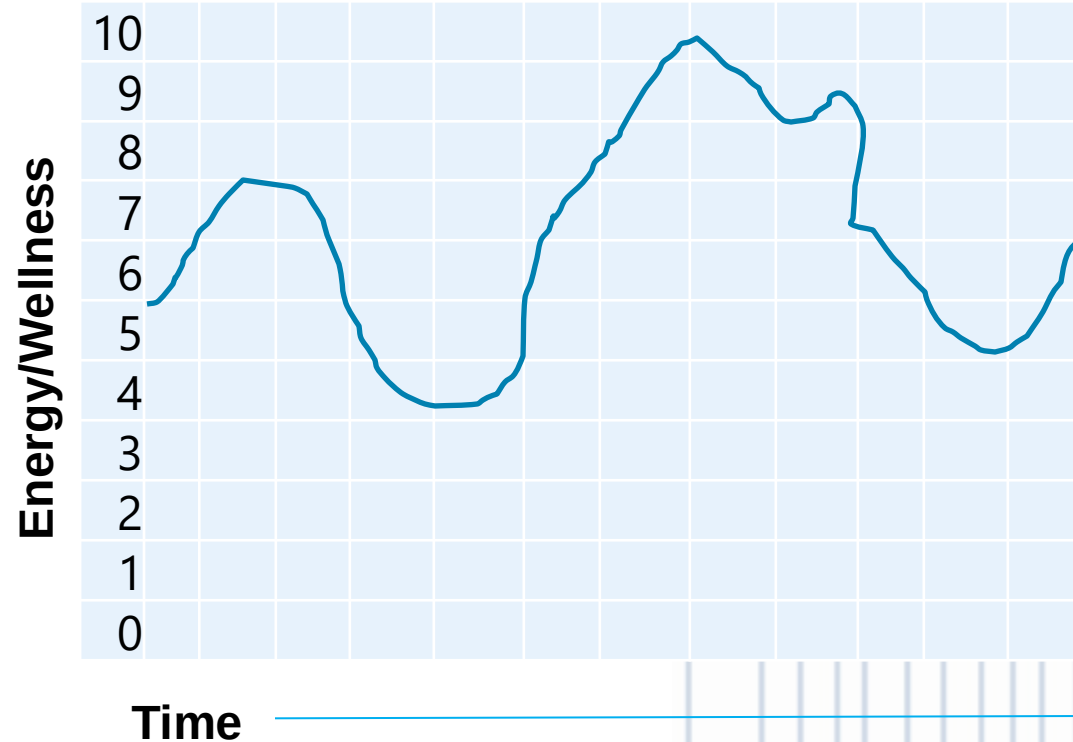
- Group Presentation
- 5 minutes per person
- Dates: w/c 2/12/24
- See Pages 5-11 of Module handbook
- Develop a team; presentation on how you did this and what you have learnt

We are all different and weird...

How most work & life is “designed”



Our own normal energy flow normally
(any given day, week, year)



What do you notice about your energy & wellness? Highs? Lows?

What can I/we do so that you move up from where you are?

How can I help you to have as much energy/wellness at work as possible?

Maslow, A (1943).

Hierarchy of Needs (Theory of Human Motivation)

