



Effective Team Work and Communication

BMSW4002

Lecturer: Lloyd Beharry



Students.

Benefits of team working – Galina Kaeva (2019393)

Stages of team development - Qualib Mohamed Osman
(2020195)

Team roles – Jean-Laurent Zanmenou (1916071)

Managing conflict – Maria Giuseppina Reggiani (2020973)

Successful team development – Merlin Ali (2021283)



Introduction

In this presentation, we are going to introduce you to the steps and considerations that need to be taken to introduce effective team working. In it we will look at the benefits of teamwork, stages of team development, team roles, managing conflict and successful team development.



Benefits of team working

Team.

Team is a group of people who work together for a common goal. People who make up a team must have common goals and think the same way (Griffith and Dunham, 2015).



(Tsoy, n.d.)



Benefits of Teamwork.

- Complementary skills
- Support network
- Innovation
- Division of a work
- It increases productivity



(Livesay, n.d.)



(Know how to communicate, n.d.)



(Char, 2012)



Stages of team development

Stages of team development.

Phase of Team Development

Bruce Tuckman's Team Development Model



		Performance Impact				
		Forming	Storming	Norming	Performing	Adjourning
Characteristics	• Feeling anxious and hesitant	• Feeling competitive and tense	• Beginning to work more effectively	• Performing at high level	• Moving in different directions as the project comes to an end	
	• Feeling out other team member	• Disagreeing with other team members	• Respecting each other's opinions and differences	• Making decisions and solving problems quickly and effectively	• Celebrating team successes	
	• Getting acquainted	• Struggling to establish place in group	• Agreeing on team rules	• Working independently	• Potentially feeling sad or insecure	
	• Learning roles and responsibilities	• Forming cliques	• Trusting and helping each other			
	• Understanding team goals	• Requiring team leader to facilitate conversion	• Making progress on the project			
	• Looking to team leader for direction		• Not relying on team leader as much			

(Tuckman and Jensen, 19

(Tuckman and Jensen, 1977)

Stages of team development.

The team effectiveness is enhanced by team commitment to reflection and evaluating.

In terms of meeting specific goals, for teams to be high performing it is essential to understand their development as a team (Woodcock, 2018)



(Bauer, 2016)

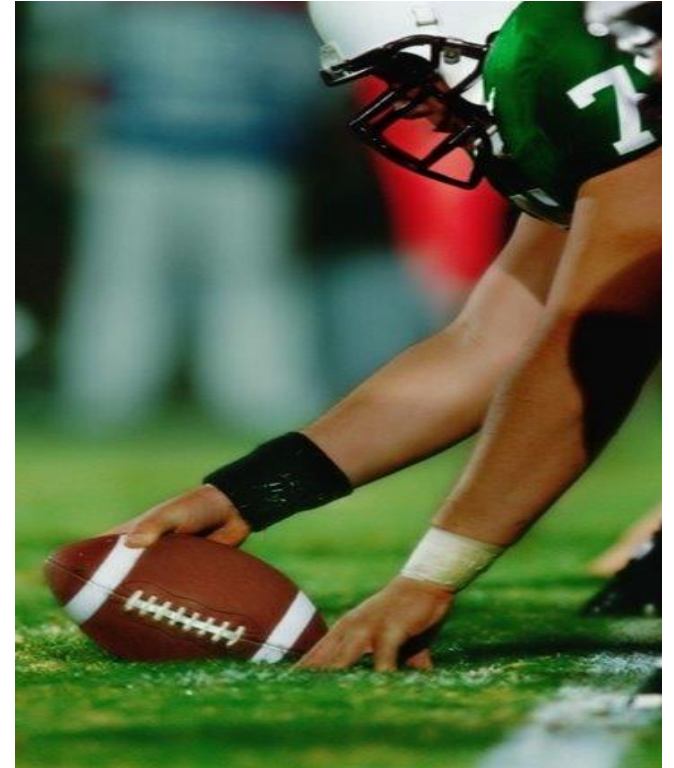


Team Roles

Team Roles.

BELBINS TEAM ROLES

1. ACTION ORIENTED
2. PEOPLE ORIENTED
3. THOUGHT ORIENTED





Team Roles

Team roles

- COORDINATOR
 - PLANT
- RESOURCE INVESTIGATOR
 - SHAPER
 - IMPLEMENTER
- MONITOR/EVALUATOR
 - TEAM WORKER
- COMPLETER /FINISHER

REFERENCE

BELBINS TEAM ROLES IN A DICTIONARY OF HUMAN RESOURCE
MANAGEMENT 2 REV LENGTH



Managing Conflict



Teamwork.

Team members working together could have disagreement coming from different status, goals, values or perceptions (Manvi, 2021).

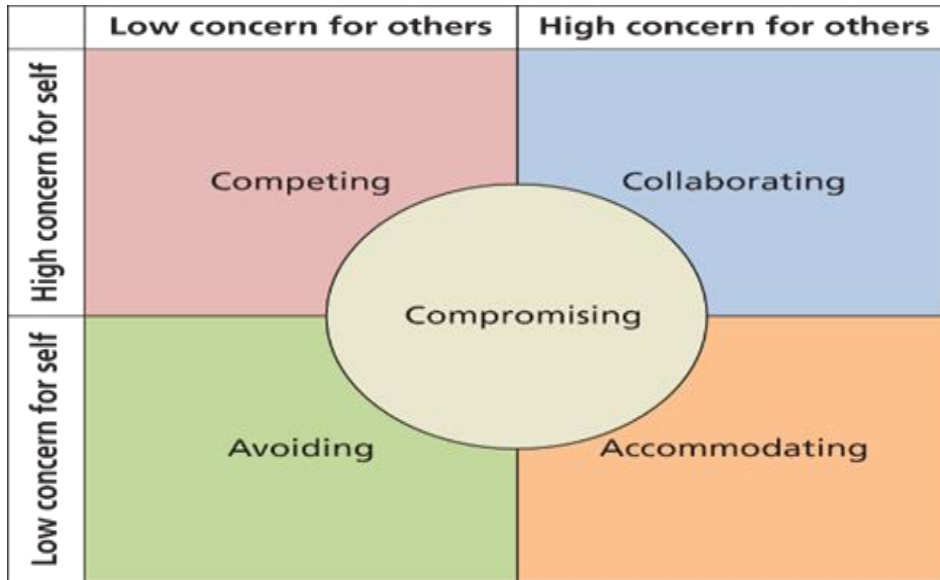


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Thomas-Kilman diagram.



- When are appropriate?
- When aren't appropriate?
- Conflict destructive-disadvantages?
- Conflict productive-benefits?

Principles and leaders theories.



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- Nature conflict, cause, strategy
- Separate problems, listen and speak
- Good environment
- Employee Handbook
- Produce new solutions

(Buckby, 2018)



Successful
team
development



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Thank you!