
HOW ARE EFFECTIVE TEAMS CREATED IN THE WORKPLACE



EXECUTIVE SUMMARY

People working in the healthcare profession are expected to work effectively and collaboratively while demonstrating excellent teamwork, clinical skills, patient centred care and responsibly balance accountability with autonomy. Many theorists studied the key components of effective teams and have looked at methods to improve productivity and produce exceptional results within in the workplace. Although Fallowfield, 1999 found that

lack of communication skills and training within in a health care environment can lead to employees becoming stressed at work and a lack of job satisfaction. Furthermore, based on the case study, I will be writing a report to the management team detailing:

- How management at Trinity Social Care Home can develop an effective team.
- The impact effective team working can have in a health and social care setting.
- Barriers to effective teamwork.
- The types of roles that are needed to create a cohesive and effective team.

This will be done to tackle the problem of diversity within Trinity Social Care Home Birmingham.

How management at Trinity Social Care Home can develop an effective team.

The onuses is on the management at Trinity Social Care Home to develop an effective team to combat the issues regarding diversity among staff, resulting in the best care for the patients in their care. In addition to creating effective teamwork in the workplace it is well known that good teams are created and maintained by a good leader with exceptional Management skills. Patel, 2017suggested that ideal Characteristics for an effective leader includes, Effective communication skills, being accountable and responsible, empathetic, self-managing and self-disciplined. (Cakir, 2020) conducted research using secondary data from responses from a questionnaire and found a positive correlation between effective leadership and effective team performance. (Rouhani, 2014) concluded that the absence of a team leader can result in employees not achieving established goals. Without good management in place, it is difficult to achieve organisational goals. Being an effective communicator in the workplace is also an important skill for leaders to have, by having these skills the leader can help meet the expectations of their employees. (G, 2013) Demonstrates a leader's effectiveness through a Criteria, Leaders meeting the expectations of their co-workers, the ability to increase business quality and productivity, the ability to meet psychological needs of their employees. From the research provided it could be suggested that the management at the social care home should evaluate circumstances to see if candidates are suitable or even fit for the role. The employee must provide team members with efficient leadership. The company should also provide training or methods to ensure their management team has skills that are required to be successful in this role at Trinity Social Care Home Birmingham.

The impact effective team working can have in a health and social care setting.

Barriers to effective teamwork.

Teamwork in an organisation plays a vital role in improving productivity and can identify new ways to achieve organisational goals. Working as a team not only improves communication but also increases the collaboration and working habits within the workplace. A team that works together successfully may often face unexpected barriers, making it difficult for them to achieve goals or targets. This, in turn, can hamper the production quality.

Poor Communication Skills

One barrier to effective teamwork in a workplace could be poor communication skills. Team members who have poor communication skills, or are unaware of the proper communication channels to use within the team, can create breakdowns that prevents team development (Chron, 2020).

Furthermore, researchers such as (Wiegmann, 2007) discovered the benefits of communication within the workplace, instead of being overwhelmed by the workload and unable to communicate with other peers, this research shows that teamwork was associated without minor problems or complications within procedures, but also shorter operation times and fewer negative events. This research proved that communication within a team is the most imperative component in succeeding in tasks within a health and medical environment. This also demonstrates how sufficient teamwork can lead to positive outcomes, which can improve company image if patients can see staff communicating with each other as well as seeing the visible benefits of communication in the workplace, it would be beneficial for the Work force at Trinity Social Care Home to undergo activities that can improve their

communication skills as it will reflect better when patients attend appointments and see staff complying with each other.

Problem with diversity

When diversity is not respected in the team, it can make team members unwilling to disclose information valid to enhance team goals and responsibilities and thus can cut down on creativity and innovation. Diversity can also create conflicts between team members, causing breakdown in teamwork and collaboration.

Millennial vs Boomer

Teamwork can also be disrupted when there are generational differences in the team. Since not all team members are proficient to tools and technologies used, miscommunication will be frequent among team members. Since different generations practice a diverse set of values, this can also lead to conflict in the workplace between employees (OptimistMind, 2022).

Even though there are many barriers to effective teamwork, the management of Trinity Social Care Home Birmingham need to bridge the gap. Hence, it is imperative that management as well as team leaders employ strategies to combat barriers linked to diversity in Trinity Social Care Home Birmingham. The following are some barriers to effective teamwork that can arise due to diversity:

The types of roles that are needed to create a cohesive and effective team.

Successful Teams each allocate themselves important roles to be successful at tasks and drive for the best results. (Belbin, 1981) suggested that there are 9 roles within a team that are divided in three categories, action orientated roles include: Sharper, a highly motivated individual with a strong drive to reach goal, the implementer, these individuals aim to take a systematic approach to the task at hand, and completed finishers, these individuals pay great attention to the task at hand and can complete tasks on time and efficiently. The second category of roles are the 'People oriented Roles' which include: the coordinator, Team workers and Rescue Investigator. Co-ordinators are usually very trusting and mature, these individuals delegate tasks based on another team members talents. Team Workers are more empathetic and care about the well-being of their peers and can also adapt in different situations around different people. Rescue Investigators are naturally extrovert people who are good with communicating within the team and are very good negotiators. The third and finally category of Team roles are Cerebral Roles which are: The plant, Monitor Elevator and Specialist. The role of the plant is to create developmental ideas to ensure the best outcome on group projections and can usually prefer to work alone. Monitor elevators can be slow at decision making, they take time in their work to ensure the team doesn't make mistakes. The role of the Specialist are individuals who possess technical skills and pride themselves on maintain professional standards. A study Conducted by (Mostert, 2015) found that 24% of participants have Sharper traits as well as Coordinator traits. individuals have a mixture of traits from Belbin's roles which creates a unique workforce, encouraging innovation, it is a pattern that team members benefit largely from being aware of their roles. Below is the Belbin's Team Role Chart.



RECOMMENDATIONS AND CONCLUSIONS

To conclude, the employees at Trinity Social Care Home Birmingham could benefit massively by becoming more engaged within their roles, this would mean that the employees who are allocated various roles within the team are thoroughly assessed during a personality assessment variable for suitable roles. This should be done after taking a

personality Assessment to find suitable roles within the team. Effective teamwork is essential to achieve the best end results, the staff who work at Trinity Social Care Home can achieve improved results in the care they provide to the service users. In addition, the Trinity Social Care Home have encountered issues regarding diversity within the work place. Hence, it is imperative that management find ways of combating these issues. It is notable that diversity in the workplace encourages equality at work, there should be no discrimination in the workplace. Diversity means having a range of people with various racial, ethnic, socio-economic, and cultural backgrounds and various lifestyles, experience, and interests (Sph.unc.edu,2013). Trinity Social Care Home Birmingham could encourage a range of different age groups the opportunity to apply for jobs within their home. This approach shows that there is no adverse effect of equality and implements that professional standards are being practice within the care home. Trinity Social Care Home Birmingham will see improvements based upon the staff's abilities to comply with professional practice, the reputation of the business will be recognised by other organisations which is good on a professional basis.

THE IMPACT OF EFFECTIVE TEAM WORKING IN THE HEALTH AND SOCIAL CARE SECTOR:

As a team leader in Health and Social Care, working with people can become very challenging at times. Moreover, Mr Bruce, W Tuckman suggested in 1965 that when groups are formed, they won't be considered proactive at the initial beginning. But once they get settled and know their roles, their productivity levels increase. Consequently, regular training and frequent supervision will provide group members with a precise evaluation. Most likely, boosting the relationship between the client and staff so they can both help rectify the grey areas because the team is aware of the client's strengths and weaknesses.

In addition, regular staff meetings along with client feedback is helpful to the employees because this will boost the growth of the workplace and patient comfort. The openness of a workplace like this can tremendously increase the productivity and sustainability of workers because they are getting genuine feedback on what to rectify and keep doing.

As a team leader in Health and Social Care, the Democratic leadership style is one of the best tools to use in the Health and Social care sector because it allows staff and patients to be treated fairly. This leadership style enables you to be very diverse with staff and patients, always having that certain rapport on a day of practice. Furthermore, using a Democratic leadership style will enable you to make accurate decisions to get the task done and flexibility.

Leading team to complete specific goals and projects at a decent pace. Additionally, effective teamwork helps build the relationship among staff and stakeholders. Making relationships deeper inside and outside the workplace by building rapport with other staff members. Consequently, having practical ideas from things such as stakeholder development boosts problem-solving skills. And allows problems not to be seen as the impossible vision to rectify but more of an issue with a tangible solution.

Moreover, the key trait that optimizes success for effective teams in a health and social care scenery is credible leadership. With an equal delegation of roles and responsibilities around the staff. The reason why effective leadership is tremendously important is that without this staff won't have a clear goal or vision to move towards in terms of assisting clients. In the best way which seems fit, it will also make weakened areas not to be perpetuated as a limiting factor due to there being no initial goal set for the staff. So having effective leadership gives a sense of direction to staff and helps them have a logical frame when providing the best assistance they can to reach client expectations and organisational goals.

Additionally, a delegation of roles and responsibilities is also important within a team because it deteriorates the levels of stress and fatigueness among staff. Making the team always be sustainable and at high working levels to benefit others who need the accredited assistance and support. However, if the delegation of roles is not shared equally it leads to many employees feeling burned out due to their is too many roles to outdo and makes the team ineffective with no direction.

KEYWORDS: *Communication, Teamwork, Diversity, Team roles, Belbin, Health Care*

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