



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

SUCCESSFUL TEAM WORKING

MODULE	EFFECTIVE TEAM WORKING AND COMMUNICATION, BMSW4002
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SUCCESSFUL TEAM WORKING

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1. THE BENEFITS OF TEAM WORKING.

2. STAGES OF TEAM DEVELOPMENT.

Bryan Custodio, 1905705.

3. TEAM ROLES.

4. MANAGEMENT OF CONFLICT.

5. SUCCESSFUL TEAM DEVELOPMENT.



(S.Heather, 2020)

1. THE BENEFITS OF TEAM WORKING



(Venkatraman.R, 2017)



FOSTERS CREATIVITY
AND LEARNING



IDEA GENERATION



MAKES THE WORK
MORE FUN



BETTER SERVICE



RISK TAKING CAN BE
A STEP

Fosters creativity and learning : Employees are fond of being creative in their workplace, enthusiastic, thriving and innovative to meet their goals. Working together at Pret a Manger is a more productive process than working in isolation from the group. Working in a group also maximizes the chances of learning new things for the rest of the career in order to move up categories.

Idea generation : Working together and as a team will increase the enthusiasm of all the teams to be able to present new ideas and promote the knowledge of each one and at the same time that of the whole team.

Makes the work more fun : To be able to work without stress at work or work with fun. Be more inspiring, fun and bring humour. Therefore, Pret a Manger workers work happily and that increases the friendship between colleagues therefore here comes the best result for Pret a Manger in which it will stimulate productivity. Go up a few percent, keep customers happy with excellent services.

Better service : When it comes to Pret a Manger customer service it always has to be excellent service being a very large company. Teamwork has to work confidently and happily, keeps clients with a good impression of workers and builds a relationship between worker and clients by seeing that there is a work ethic.

Risk taking can be a step : Pret a Manger always has new workers, times when they are very busy, therefore, the risk is very great that something will go wrong, therefore working in a group makes the risk easier to assume. The failures can be shared among colleagues to be able to resolve the risks in a quick time and make no comments again.

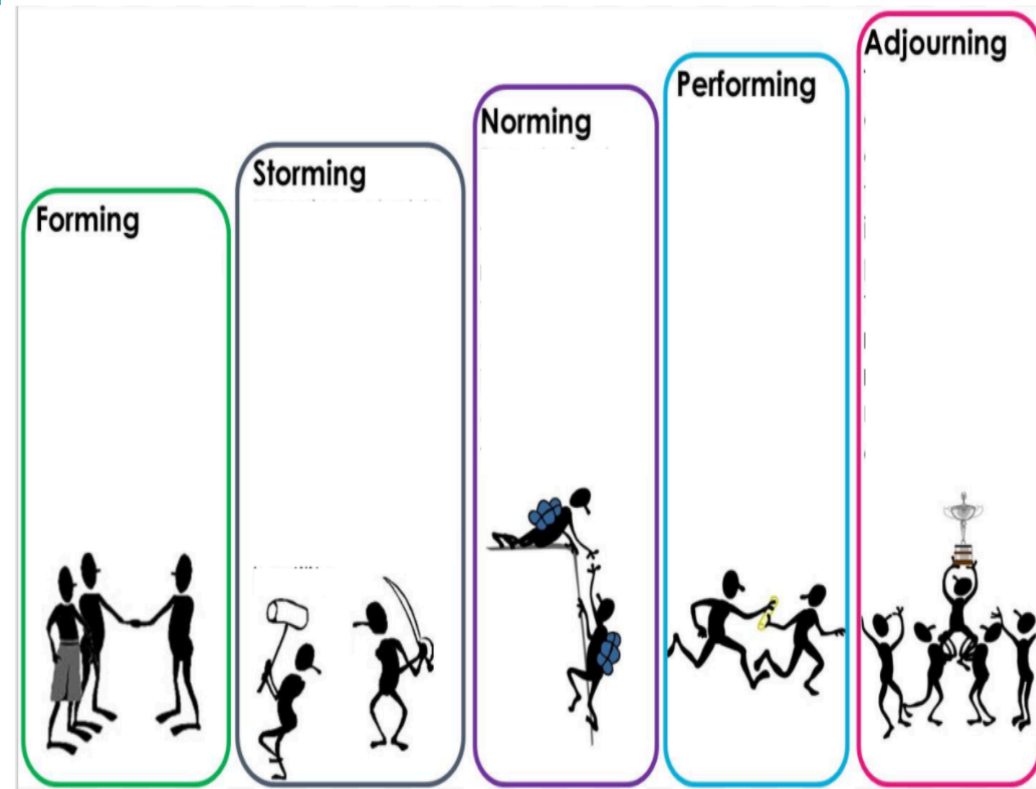
2. STAGES OF TEAM DEVELOPMENT

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As a way to improve teamwork and help all companies become more efficient, researcher Bruce Wayne Tuckman invented "The Tuckman Stages" in 1965. He talked about the four stages to develop that all teams advance throughout time: forming, storming, norming, and performing.

In 1977 Tuckman and Mary Ann Jensen added a fifth stage called closure to make it the “ Stages of Team Development” .

THE TUCKMAN STAGES ARE:



(Heather.H, 2019)

Forming : At this time is where the teams lead will be received on the first day. Where they will receive information on their projects and the opportunity to organise their contacts with the workers.

Storming : In this stage the team leaders share the information with the workers and the bad atmosphere is created in the group to demonstrate who does the best job and who is going to be chosen.

Norming : For now, all the teams have discovered working in groups. There is no more internal competition in who works better or who works worse. That helps Pret a Manger so that the workers work in groups, know how to listen and share their ideas to achieve the objectives.

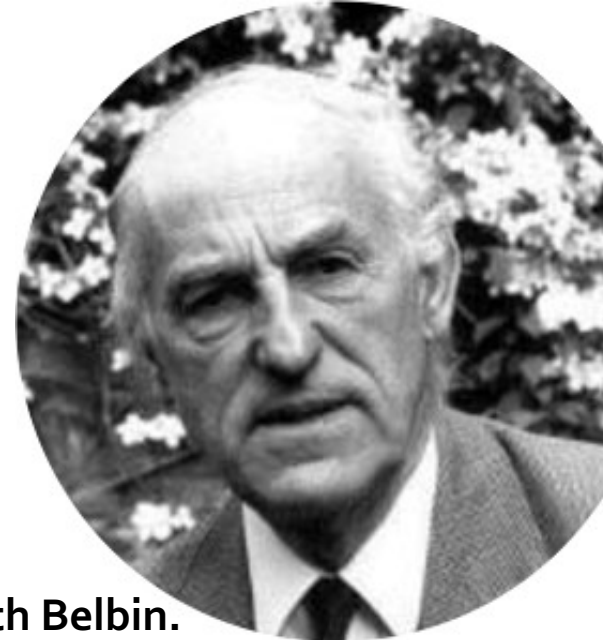
Performing : Because the groups already know how to work in a group, there is cohesion and trust among the members. Operational teams with maximum efficiency with less supervision by their leaders still have few problems. But workers have strategies such as solving them in a group without having to lower productivity.

Adjourning : The members, happy for their workers. They see that they are achieving the projects and productivity as the days that follow and pass to the next project.

(AzQuotes, 2020)

3. TEAM ROLES

"Each individual of a group or team has a different behavior." (Belbin, 1981)



**Meredith Belbin.
Creator of 'The Nine
Belbin's Team Roles'
Inventory.**

'The Nine Belbin's Team Roles' is a test that studies people's behaviour. The creator was Meredith Belbin in 1981. Roles are displayed showing the strengths and weaknesses which are allowed to happen. This role will be introduced in the company Pret A Manger.

THE NINE BELBIN'S TEAM ROLES

Action Oriented Roles



☐ The Sharper.

☐ The Implementer.

☐ The Finisher/ Completer

Cerebral Oriented Roles



☐ The Plant

☐ The Specialist

☐ The Monitor/ Evaluator

People Oriented Roles



☐ The Coordinator

☐ The Team Worker

☐ The Resource Investigator

Action oriented roles

.Shaper: They are extremely inspired, they are excitable people and want to achieve all as much as they can. They make the team move, true leader and they tend to upset people and their feelings.

.Implementer: They are very strict and have a good self-restraint. They convert plans into projects, even if the tasks are boring, they continue with that and they are stubborn and do not have too much imagination

.Completer finisher: They are very detail-oriented, they have to finish what they have started. They don't like wasting time and everything has to be perfect.

People oriented roles

.Co-ordinator: They make a big impact on other colleagues to work hard as a group. People trust them and they are very confident. They have guide skills, they are not nervous in any situation and they may look very scheming or calculating people.

.Team worker: They support their teams until the end. They are very friendly and have the capacity to adapt to different situations and people. They bring union into the team. Good networking with people, they prefer team work rather than individual but they may be inconclusive.

.Resource investigator: They are very enthusiastic, passionate and outgoing people with good communication inside the company and outside the company, they tend to have relaxed personalities. They are faster to integrate into the team. They move quickly to talk with people and gather information but their enthusiasm drops easily and can be idle.

Cerebral roles

.Plant: These people are considered pioneers and highly creators. They tend to be shy and respond to criticism in a bad way. They are very intelligent and independent but lack communication skills and tend to be radical. They produce tons of strategic plans and authentic ideas but they do not have good communication skills, they constantly need help from the Coordinator, they are way tactful or delicate people

.Monitor evaluator: They are very calm and wise people and have great critical thinking skills. They make sure all the members of the group do not have mistakes but they do not motivate people very well and they may look tedious and negative.

.Specialist: They love obtaining new abilities and understanding. They have the ability to resolve practical problems with practical abilities but they do not help much in other stuff out of their specialities.

4. MANAGEMENT OF CONFLICT.

Thomas and Kilmann's Model of Conflict was created to help future problems inside companies.

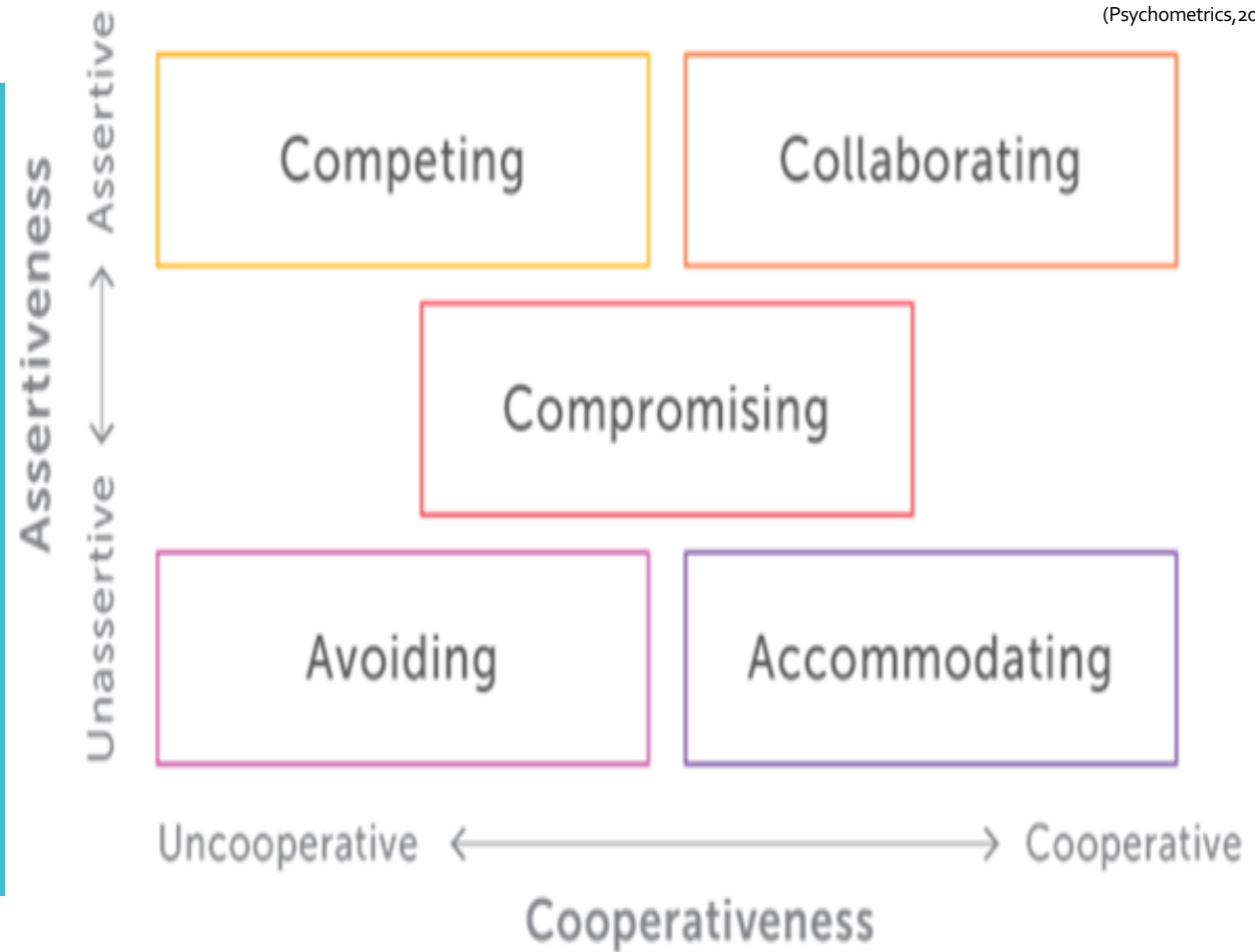


(Cobb.C,2020)

*In the progress of reaching
goals as a team or group,
we will find conflicts.*

I would like to offer this idea to this company. The Thomas-Kilmann managing conflict mode, which is a tool created to resolve conflicts. This method has proven to be massively useful and helpful in working teams and this obviously could help in the future with any company problems in the future. Divided in five modes and put down in two dimensions.

THOMAS AND KILMAN'S MODEL OF CONFLICT



Assertiveness: when a person pleases his or her own worries.

Cooperativeness: when a person pleases people's worries.

.Competing: This mode is at the upper left side of the model, it is assertive and uncooperative. It means you try to have an approach to resolve a problem, it means you defend your principles and rights and you will do anything, even “beat” someone to be right.

.Collaborating: This mode is at the upper right side of the model, it is assertive and cooperative. It is the opposite of the mode ‘avoiding’, it basically means to find a good solution that both parts of the conflict agree about. It requires good communication skills from both sides and a great creativity and interaction to find a solution. Essentially in hospitality jobs and companies like Pret A Manger.

.Compromising: This mode is located at the centre of the mode and it is part of both dimensions, assertiveness and cooperativeness. It basically means the two sides or people have a quick solution even when they split.

.Avoiding: This mode is situated at the bottom left, it is unassertive and uncooperative. It literally means the person who does not want to be part of a conflict and avoids the situation or someone who delays the solution to say it on a better occasion.

.Accommodating: This mode is situated at the bottom right, it is unassertive and cooperative. It means when you try to satisfy the worries or concerns of your colleagues over your own ones.

5. SUCCESSFUL TEAM DEVELOPMENT

Successful Team Development is important to ensure the good growth of team and the creation of great leaders.

(Bauder. T, 2016)



Knowing that Pret A Manger is a company that creates great leaders, they ensure their teams grow properly. In order to do that, the steps are:



REALISE
RESPONSIBILITIES



SAME
OBJECTIVES



ACCEPT CHANGES



ACCEPT
DISAGREEMENTS



TELL ALL THE
DETAILS



SOCIALISE

- .Realise responsibilities: Ensure all members understand what they have to do.
- .Same objectives: Ensure all members share the same goals.

.Accept changes: Sometimes the plan does not go the way we want, we need to accept it and find a solution. Leaders in Pret A Manger need to have a quick solution for new problems and changes presented.

.Accept disagreement: Deal with conflicts that may appear in the process

.Tell all the details: Share every single information to your group and make them understand what you say, it will be easier to achieve the goal of your team. Managers and supervisors have to tell what they want for their co-workers.

.Socialise: Have a plan to meet and know each other out of work so the rapport or relationship with your team will be bigger and better

The trust creates a better understanding in the members of a team, the leader needs to create that and bring that to the group.



In conclusion, the previous steps will bring to the team any objective in what they want to succeed.

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