

# Online Group Presentation for Effective Team Working and Communication. BMSW4002 LON.

Mr. Llyod Beharry

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# Presentation

Benefits of team working by  
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Stages of team development  
by Gabriela Bikarova (2010123).

Team roles by David Mafuta (2007846)

Managing conflict by Mina Carmen Iacobescu (2010126).

Successful team development by David Mafuta (2007846).

# 1.THE BENEFITS OF TEAM WORKING

## 1. It increases productivity

- Working within the team makes the job easier hence the job is share between individuals knowing each other strengths and weaknesses.
- The Team leader will share the job equally.
- They will be mutual help in the areas of each other weaknesses.
- The productivity will be increases without fails. It will take a while for a solo worker.





# THE BENEFITS OF TEAM WORKING

## 2. It provides a support Network

- Staniforth (1996), effective teamworking requires relevant organizational systems and practices.
  - All the members will work together for support and guidance.
  - They will be focused to achieve their goals. An individual who is working solo will work by committing errors and mistakes.
  - An individual who is working as a team member , will work stress free and all together as a team, they will achieve their goals efficiently.
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# THE BENEFITS OF TEAM WORKING

## 3. Fosters Creativity and Learning

- It appears that with the right people, ... teams can be highly innovative, Paulus and et al (2012). When people are working cooperatively, Creativity will develop among them.
- Consolidating perspectives from each team member create more sustainable solutions.
- Teamwork helps to learn new skills from others.
- By learning new skills, each member can develop the new skills learned from other.

There's Less Creativity while working alone.



# THE BENEFITS OF TEAM WORKING

## 4. It improves morale

- Team members will feel a greater sense of accomplishment when they achieve their goals knowing that they shared their tasks equally and worked together.
- It brings self-esteem and praise.
- It encourage members to work together. Everyone feels proud that they made it successfully.
- It brings the sense of appreciation and belonging.

# THE BENEFITS OF TEAM WORKING

## 5. Builds Trust.

This picture is from google.

Mohamed Osman Sesay (1905636)



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## 2.Stages of team development

- In order for a team to grow and tackle problems, all stages are necessary to deliver the result.”
- TUCKMAN (1965)  
5 stages of development:

By Gabriela Bikarova (2010123)

# Stages of team development

## BRUCE TUCKMAN MODEL (1965)



FORMING



STORMING



NORMING



PERFORMING



ADJOURNING

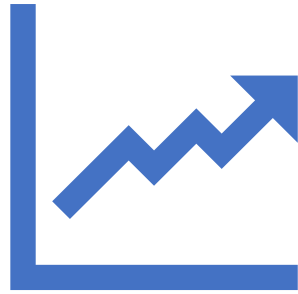
# Stages of team development

- CONFLICT

- COMPETITION

- INDIVIDUAL PERSONALITIES

# FROM STORMING TO PERFORMING



DEVELOPING HIGH  
PERFORMANCE



MOVE THROUGH THE FIRST 3  
STAGES

## PERFORMING STAGE

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TEAM  
PERFORMANCE



COMMITMENTS



TEAM GOALS

### 3.Team Roles

Belbin (2012), Why they succeed or fail?

Anyone's potential contribution can be assessed with the 4 elements below:

- 1.Intelligence
- 2.Dominance
- 3.Extroversion / Introversion
4. Stability / Anxiety

By David Mafuta (2007846)

# Team Roles

Belbin is talking about 9 roles that a team should have to succeed .

He divided the 9 roles in groups of three:

1. Action Oriented Roles: Shaper, Implementer and Completer ( Finisher).
2. People Oriented Roles: Coordinator, Team worker and Resource Investigator.
3. Thought Oriented Roles: Plant, Monitor-Evaluation and Specialist.

# Team Roles

1. Action Oriented Roles: Shaper, Implementer and Completer ( Finisher)

## **Shaper (SH):**

- If the Coordinator is absent, the Shaper will lead the team and dispatch all the roles.
- He has the ability to convert ideas into decisions and actions.
- He is impatient and Impulsive.

# Team Roles

2. People Oriented Roles: Coordinator, Team worker and Resource Investigator.

## **Resource Investigator (RI):**

- Sociable, enthusiastic and positive.
- He brings information that he get outside the team.
- He is the bridge and the diplomat. HE goes outside the group to look for new opportunities.
- He gets bored easily if is left solo. Therefore, he needs the encouragement of other from the team.

# Team Roles

3. Thought Oriented Roles: Plant, Monitor-Evaluation and Specialist.

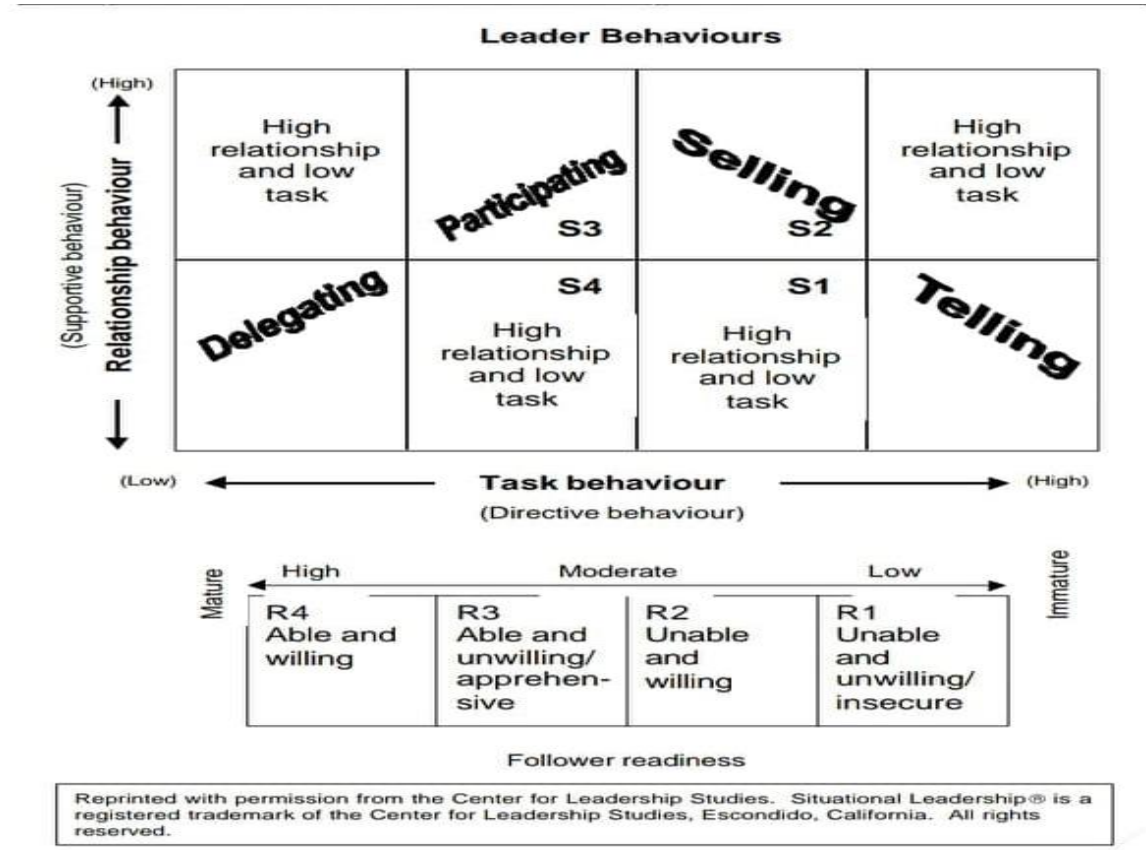
## **The Plant (PL):**

- The 'ideas' person.
- Most imaginative and intelligent member of the team.
- He is a problem's solver if the team slowed down.
- Like to propose his own ideas hence he can offence people when is criticizing their ideas.
- He can easily withdraw himself when his ideas are rejected by the other members of the group.

# Team Roles

Hersey and Blanchard(1969)  
Situational Leadership.

This picture is from UWTSD  
class Materiels.



# MANAGING CONFLICT

- Recognizing the conflict
- Putting in place an 'open door policy'
- Become a mediator
- Provide support and resources
- Learn to listen actively
- Stay calm and in control
- Attack the problem, not the person
- Be supportive



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# Building a healthy work culture



IMPROVE  
COMMUNICATION  
WITH EMPLOYEES



BUILD A STRONG  
EMPLOYER BRAND



INCREASE  
EMPLOYEE  
ENGAGEMENT



INCREASE  
EMPLOYEE  
RETENTION



ALLOW FOR  
WORKDAY  
FLEXIBILITY



# CONFLICT

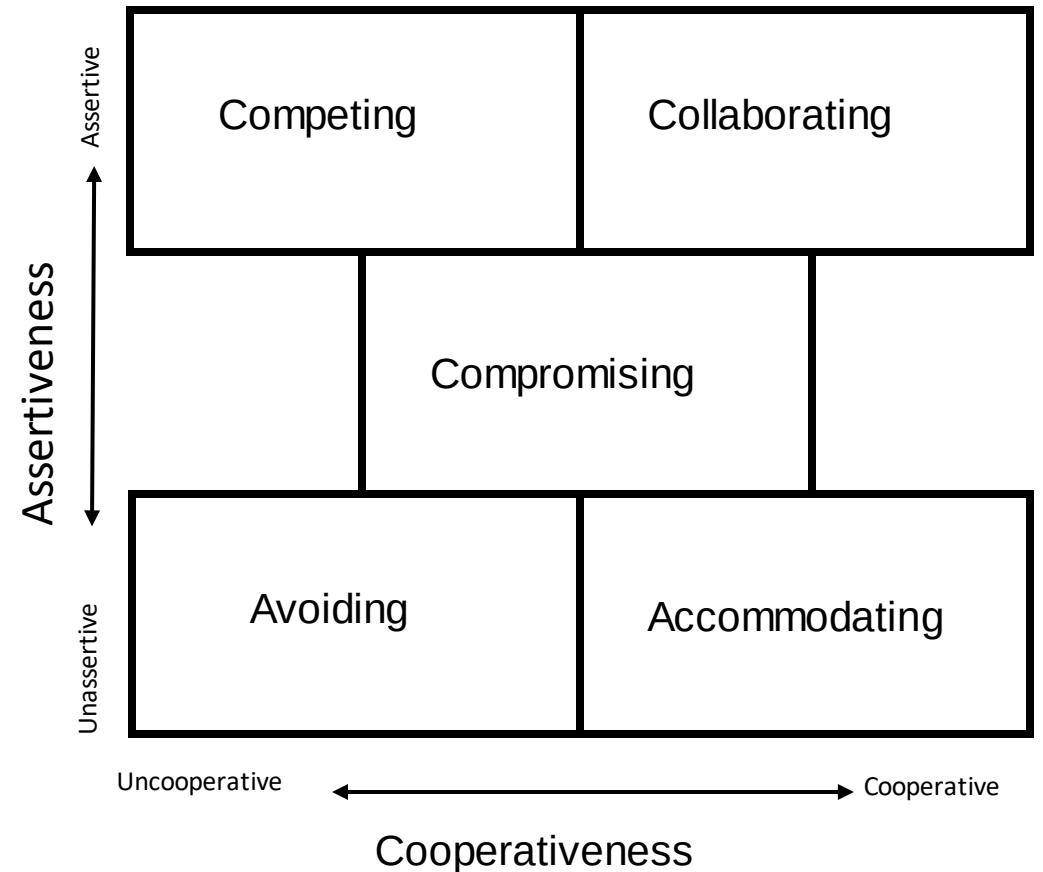
# Dealing with the conflicts

- Speak with the person involved in the conflict and come to an agreement.
- Give priority to the areas of the conflict
- Concentrate on the facts not on the person's personality
- Speak often with your employees separately and be impartial
- Create a good plan in how to work on each other conflict
- Work on you career
- Don't take things too personally



# Thomas – Kilmann Conflict Mode Instrument (1974)

- Avoiding by staying away from the conflict
- Accommodating  
Make other person happy at your own expense
- Competing  
Make yourself happy at the expense of others
- Collaborating  
Trying to find the solution which satisfy both persons concerns.



## 5. Successful team development

### 10 Steps in Building a Strong Team:

1. Understand responsibilities.
- 2) Cover the Belbin Roles
- 3) Have common goals.



## Successful team development

4. Deal with change.

5. Deal with conflict.

6. Share Information.

7. Share ideas.



## Successful team development

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**8. Develop trust.**

**9. Adapt.**

**10. Socialise.**

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ANY QUESTIONS!