

Rahul Miah
ID Number: 1705791

EFFECTIVE TEAMWORKING AND COMMUNICATION

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Introduction

Teamwork and effective communication is one of the most important criteria and skill that is to be present in the employees and the team members in an organisation. With effective communication skills and proper teamwork theories maintained and followed in an organisation by the employees, there will be further development of the organisation. This report provides a brief discussion on the theories of group dynamics, team working and effective communication that is to be applied in a workplace in order to increase the production of an organisation. The paper shows strategies that are to be applied for the practical application of the teamwork theories and communication skills and the skills that are important to be maintained to improve the professional development of the employees.

Research informed literature

Communication in the workplace

Communication can be defined as the methods of sharing information with another individual in any place, thus in an workplace it is essential to have a better skill of communication in order to share information that are related to the work structure and the process for the productivity of an organisation. Communication is essential for various reasons and has different components and any failure in the communication will lead to failure in the work productivity that is being gained by an organisation. With the presence of effective communication among the employees in an organisation there will be better teamwork undergoing in the workplace, thus providing more productivity to the organisation. There are various form of communication that can be undertaken in an organisation depending on the different process of working and the need of the employees or individuals. These forms can be verbal, non-verbal, written and various others (Ladegaard and Jenks, 2015).

Working collaboratively in the workplace as a team

Teamwork in any workplace indicates that the members in the team will be working effectively and collaboratively. Working collaboratively in the workplace indicates that the members of the team work together. This working together is done with the help of sharing ideas and thoughts that will be helping the team in accomplishing the common goals. Working in collaboration indicates that there will be the sense of responsibility among the team members in the work that they are doing. It is seen that a team that work with full collaboration yields better results for an organisation in terms of achieving the objectives and goals of the company. Every team member in a workplace needs to have the ability to take

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responsibility of their work and cooperate with their other team members with effective use of communication skills and teamwork skills (Sawyer, 2017).

Knowledge and understanding of subject

Type of communication in the workplace

There are various types of communication that can be applied and used by the employees in an organisation. These communication types have been divided into different types based on three categories. These three categories are Verbal communication, Nonverbal communication and written communication. In this section there will be a brief discussion on Verbal and Nonverbal Communication.

Verbal Communication: in this form of communication there is the exchange of information with the use of words that are spoken, written or signed. This type of communication indicates the conversation that the employees have with their team members in workplace. In verbal communication clarification is the key component.

Nonverbal communication

Nonverbal communication is a form of communication that does not involve any conversation. It rather involves different body languages, gestures, facial expressions, eye contacts and posture. With the use of proper nonverbal communication there is the chance of having a better communication with the team members and the other individuals connected to the workplace of an organisation (Quintanilla and Wahl, 2015).

Types of team in the workplace

Every team that are working in an organisation are important as different types of team have different functions and operations to perform. Teams are created in an organisation in order to carry out different works that are essential in order to achieve a single objective of an organisation. Some of the different types of team have been given below.

- **Problem-solving team:** the basic work of a problem solving team is to give permanent solution to the specific problems that are occurring in an organisation
- **Work group:** this is the natural group that is formed in order to carry out responsibilities that have been given to the employees in order to achieve an objective
- **Virtual team:** this type of team contains members who communicate and conduct their work virtually over technologies that are present and provided by an organisation. Most of the members in a virtual team are located in different locations (Williams, 2013)

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Effective communication and teamwork

Refer to Appendix B

Effective communication can be defined as the information sharing process which is two way. This is a communication process that involves the sending of message from one party to another party where the receiving party easily interprets the information that has been given to them. This communication form is effective in contributing to the success of the organisational development (Martin and Ciurzynski, 2015). Effective communication will be allowing the team members to have an open mind and engage themselves efficiently in the communication process in order to get a clear understanding of the goals and objectives of the organisation. It helps in determining the success rate of an organisation that will have the need to attain proper teamwork. Effective communication can be done with the help of various mediums like the use of e-mails, letter writing, phone conversation and face-to-face conversation. With the use of effective communication, there will be the presence of proper teamwork among the employees and the team members, which in turn is essential to gain success for the organisation (Gluyas, 2015).

Analysis

Group dynamic theories

Group dynamic can be understood as the attitude and behavioural characteristics that is present in a group of team members working in an organisation. Groups dynamics is essential characteristics that are to be considered in order to create a group, form their structure and processes that will be followed by team members and the different functions that will be carried out by them. For the development of any group it is essential to understand the group dynamics so that there can be a proper group formed to carry out the functionality in an organisation (Giddens *et al*, 2016). In order to maintain dynamic in a group there are four steps that are to be taken. They are:

- In order to maintain group dynamics there should be the presence of strong leadership in the group. This will ensure that the team or the group is working effectively and efficiently
- Recognising the personalities of the team members as it will help in bringing out the skill set that the team members possess
- Understanding the life cycle of a group or team with the help of different teamwork theories

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- Use of communication in the appropriate manner in order to develop the group and determine the success rate of the group (Levi, 2015)

Team theory: Belbin's team roles

Refer to Appendix A

Belbin's team theory is a process that divides team into various categories based on the roles that each team plays in an organisation. In accordance to this theory the teams can be divided into nine roles that the different teams can carry out. The nine roles are given below.

- Plants (PL): they are innovator teams that are highly creative and gives ideas to the organisation for the major developments that are essential to be included for the success of the organisation
- Resource investigators (RI): this team is developed in order to carry out an investigation on the different innovative ideas that have been proposed in the organization and bring it back to the teams with better recommendations
- Monitor evaluators (ME): this team in organisation does the work of analysing and evaluating the ideas and the problems that are essential to be considered in order to make any decision (Eubanks *et al*, 2016)
- Co-ordinators (CO): The main role of coordinator is to develop suggestion for the teams and are put in charge of the teams to that the team can work towards the goals
- Shapers (SH): they play the role of manager in a team. They do the work of guiding the team and generate work that is essential to be done
- Implementers (IMP): They play the role of turning ideas and plans so that the projects and tasks can be managed (Driskell *et al*, 2017)
- Team Worker (TW): it helps in promoting unity and harmony in the workplace by maintaining a proper communication among the team members
- Completer-Finisher (CF): it plays the role of meeting the obligations and delivering it on time
- Specialists (SP): the main role of such team is to handle the technical issues and considerations in an organisation (Mathieu *et al*, 2015)

Practical application and deployment

Group strategies for implementation

In order to implement the practical application of the communication and teamwork it is important to consider the group strategies that are important to be maintained in a group. It is

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seen that the team members should be able to understand the basics of group strategies like the involvement of shared objectives, group agreements, meaningful schedules and effective delegation. It is essential for the team members in a workplace to understand the objectives that are to be shared among the team members. The team members should agree with each other and define meaningful schedules for the team to follow (Derlaga and Berg, 2013).

Implementation of communication strategies with interpersonal communication

It is essential to understand the practical application of the communication and effective teamwork is possible with the conduction of interpersonal communication among the team members (Shannon and Weaver, 1998). The interpersonal communication includes different body language, active listening, personal presentation and context awareness among the team members. It is important to consider these characteristics in order to achieve the overall interpersonal communication among the team members. The use of such skills will allow the team members to conduct the job responsibilities that are being provided to them. With the help of effective communication strategies there will be proper conduction of the activities in the workplace in order to achieve the objective and goals of the organisation (Lindlof and Taylor, 2017).

Written communication

Another important part of practical application of communication skill and teamwork is the form of written application that involves the sharing of information with the help of words that has been written down in the form of mails, letters or various other platforms that allows writing of information and sharing them to the other team members. Writing communication will be helping the company in various forms; like in terms of advertising, written communication will allow the organisation to promote their business to the potential customers directly via mails, letters, brochures, magazine display, internet ads and catalogues (Cosman, 2013).

Skills for professional practice

Skills for improving the clarity

For the professional development of an individual it is important to understand that there should be clarity in the communication that is being conducted among the team members. With proper clarity in the communication there will be less scope of misunderstanding and there will be better workplace environment (Goldman *et al*, 2009). There are few

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characteristics that are to be maintained by the team member in order to achieve this skill (Kaplan-Liss *et al*, 2017). Those are:

- Consideration for the audience that is being clear with the information that is to be shared
- Sharing of information that is needed to be shared to the required person directly
- While interacting with the team members there shouldn't be the presence of formal gestures even when not required
- The information should be kept short and simple
- The individual should ensure that there is a response from the other side indicating the understanding of the information shared
- There is the need for over communication at some point
- The medium that is being selected for sharing the information should be appropriate

Communication with audience using visual and electronic resource

Communication skills can be achieved in more professional way by the use of visual and electronic mediums by the team members. It is one of the most efficient ways of communicating with the team members. This is because with visual and electronic resources available there will be the possibility of appropriate communication when no other medium is available. It will ensure that information that is being is sent appropriately with proper illustrations. This is because the combination words and visual images or electronic images will be effective in making the other individual understand the information that is being shared (Bovee *et al*, 2016).

Conclusion

Thus, it can be concluded that the effective use of communication skills and teamwork theory there will be the presence of better work environment and team involvement in attaining the objectives of the organisation. It is seen that with the use of theories and models the team members will be able to achieve the required skills of communication and make an effect in the production of the organisation.

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Appendix A

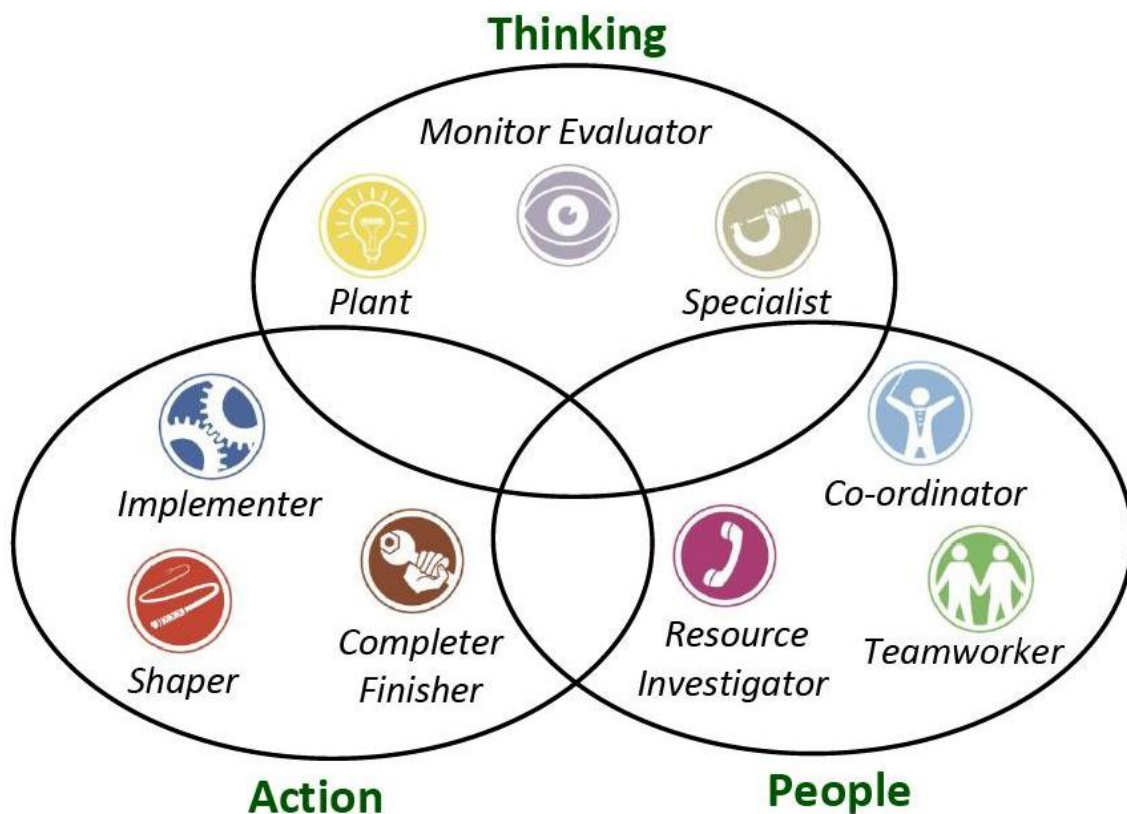


Figure: Belbin's team roles

(Source: self developed)

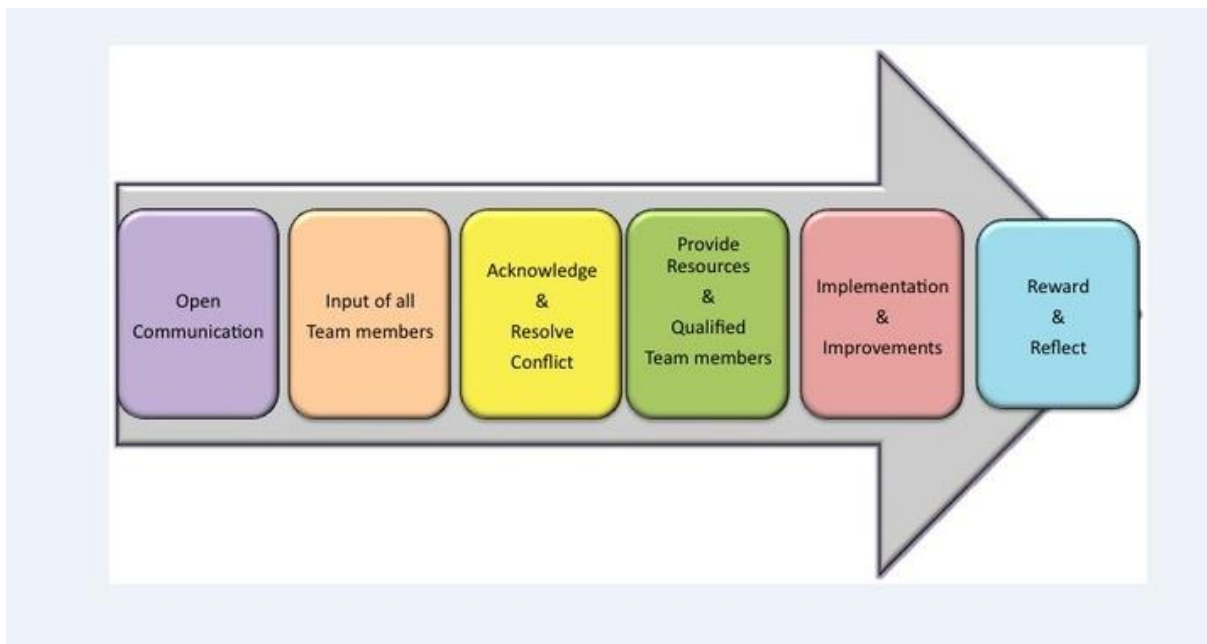


Figure: stages of effective teamwork
(Source: Self-developed)