

Effective Team Working

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Table of contents

- | | |
|-------------------------------|---------------|
| • Benefits of teamworking | Rebecca/Kamal |
| • Stages of team development | Julita |
| • Team roles | Valentina |
| • Managing conflict | Rodica |
| • Successful team development | Cristian |



Benefits of team working

WHAT IS TEAMWORK?

- The process of working together in a group to reach a common goal.
- Teamwork is often a crucial part of any business, in a Hospitality setting the benefits are reduce errors, better customer service. This will also increase repeat custom and a pleasant customer experience.
- Teamwork means that people will cooperate with their team members, using their own individual skills and strengths. Also provide constructive feedback, regardless of any conflict within the group. As the business will not be successful if the team are not united towards the same objective.

Productivity

Productivity in a Hospitality setting

Productivity- Being able to create at a high level and speed.

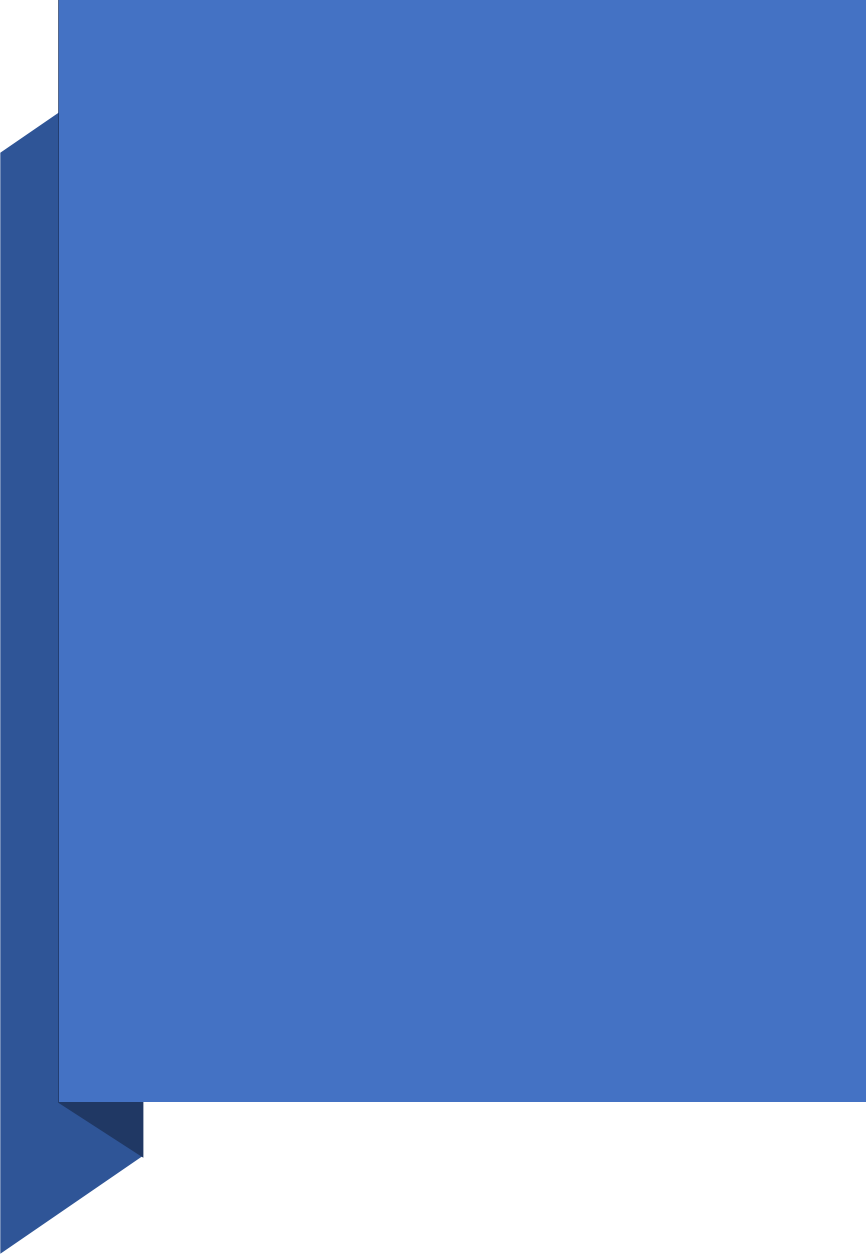
- Labor- Dividing tasks chef, waiter, manager
- Time- Ensuring food reaches the table within 20 mins
- Staffing-Is there is enough staff to complete service?
- Efficiency- Is the staff trained to do the tasks allocated. Have they been given a tasks the suits their strengths?



Flexibility - working in teams can help transfer skills and knowledge between individuals. This can lead to more flexibility as individuals will be able to cover for other team members.

Improves customer service Working as a team will ensure better and improved customer service. The whole team will work as per their skills, and that can be very handy to deliver flawless customer service. This strong work ethic will also create a good impression on your customers which makes them satisfied with your services.





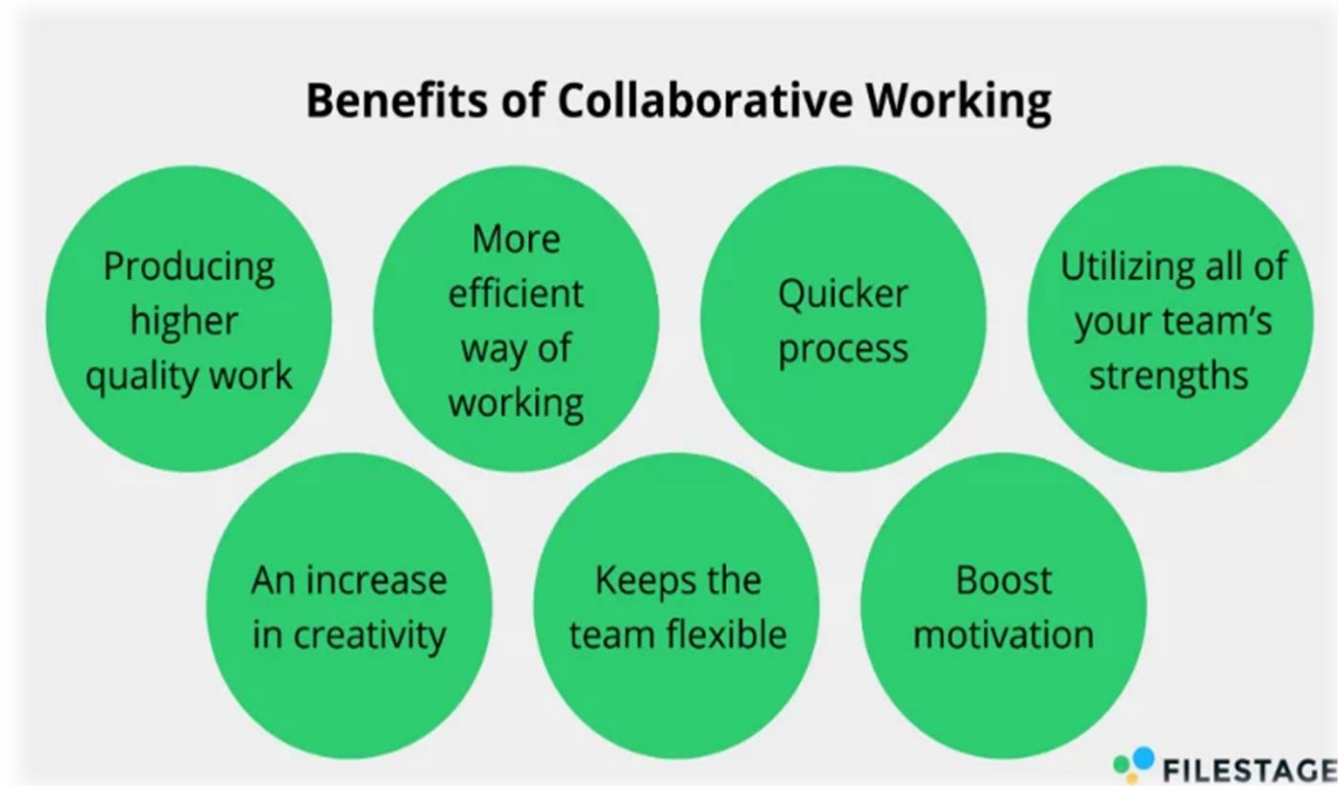
Communication: In a restaurant communication allows workers to build team chemistry in order to run a restaurant smoothly and efficiently, without communication it could cause an unstable and unorganised environment, which could also impact how structured your restaurant is.

Strong relationships: When having a strong relationship in a team environment, it enables your employees to have a more productive and happy mood when working, making customers feel more welcome, and encourages them to come to your restaurant more often. If you do not

Benefits of team working

- At hope café we aim in to introduce team working as we believe its beneficial to our company
- We have a lot of tasks that need to be done effectively and that's were our team roles are implemented to help benefit the café
- We believe teamwork Improves Productivity. Teams that work together are more productive and motivated toward company goals

Benefits of team working

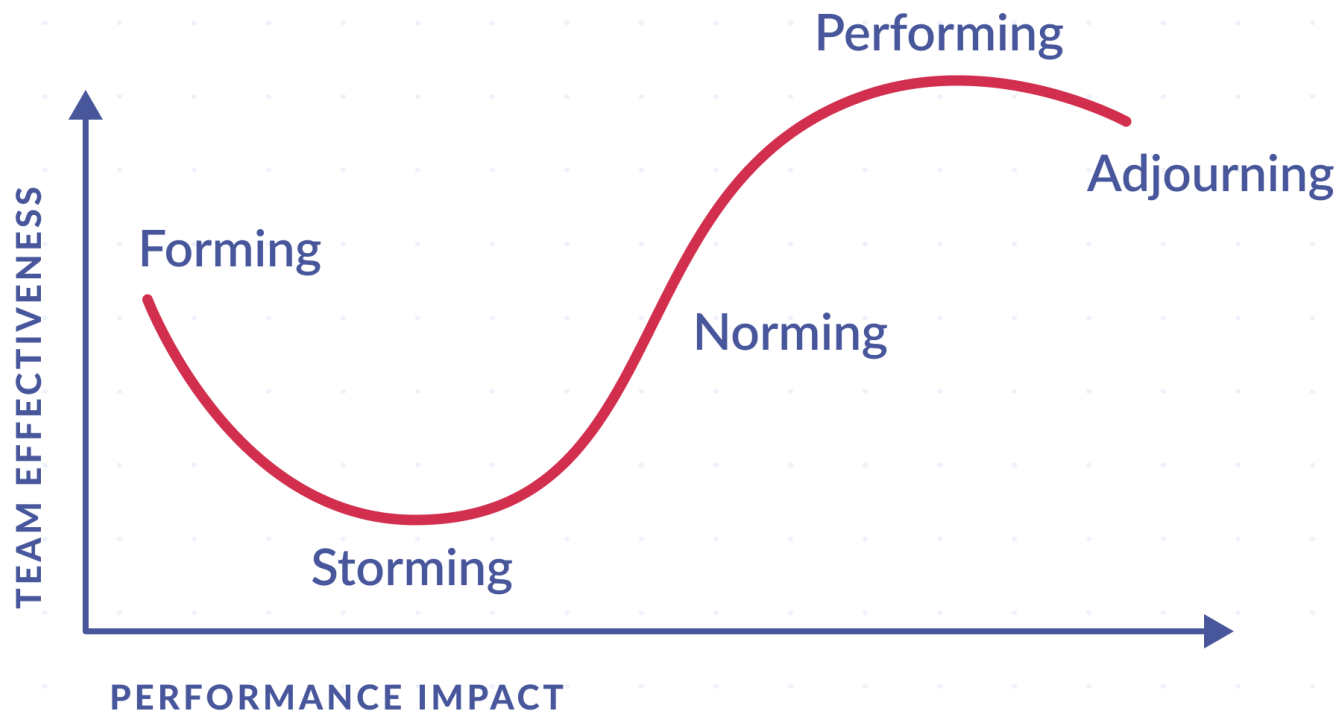


- Belbin's team roles best describes the effectiveness of team working as it outlines different roles which contribute to the success of businesses
- This would allow us to gain a fresher perspective
- With multiple people working different roles this will also improve service levels

Benefits of team working

- At hope café we aim to serve great meals to out customers in a timely fashion
- With this new team working structure this could easily be achieved
- With everyone assigned to there roles this would simplify everything at the cafe

Stages of team development



Dr. Bruce W. Tuckman 1965
published theory
“Developmental Sequence
in Small Groups .”

**Tuckman’s Stages of Team
Development**

Forming



Leader



Introduction - People get to know each other



Formal communication



Mixed emotions – excitement, curious, anxious

Storming

Team members get to know each other better

More comfortable

Possible conflict - positive vs negative

Responsibilities and roles being established

Leadership may be challenged

Leader's role

- Manage conflict
- Lead by example
- Attention and support

Norming

Conflicts should be resolved and are less frequent

Productivity

Roles are established and goals achieved

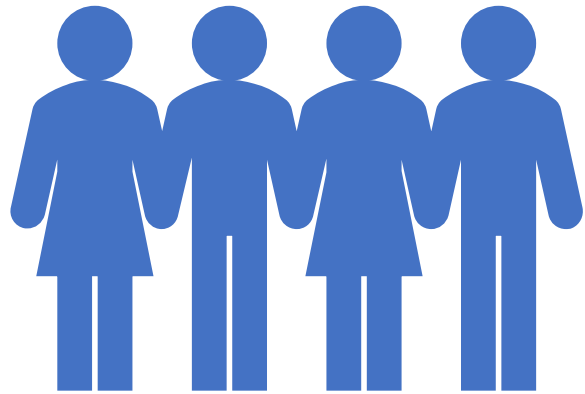
Stronger commitment

Asking for feedback

Socializing

Leader

- Motivation
- Coaching style can save lots of time and energy
- Delegate work



Performing

- Team goals are achieved fast
- Everyone knows their strengths and shows full potential
- Productivity is on highest level
- Conflicts are constructive

Leader

- Helps when needed
- Not intervening in daily tasks
- Mentoring and developing members

Adjourning

- Friendship
- Reflecting
- Uncertainty about future





Team Roles

Belbin's research found that the reason why a business fail depends on the behavior of the team members.

Recognizing different team roles allows a small-business owner to match job requirements with the appropriate employee skills.

All the team will share a same purpose, which includes growth.

Belbin's Team Roles

- Coordinator
- Plant
- Resource investigator
- Shaper
- Implementer
- Monitor/Evaluator
- Team Worker
- Completer/Finisher

TEAMWORK



Developing team roles in a company will help to:

- Everyone know what they are doing
- Everything gets done
- People cooperate more effectively
- Communication is improved



- Effective leadership is developed by providing the right tools and offering to the team a good training and support.



Managing conflict



- What is a conflict?
- Be a calming agent
- Define the source of the conflict
- Use a neutral language

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Listen actively

- Listen to what the other person or both parties has to say, without interrupting
- Conflict in the workplace is not necessarily bad, can spark creative solutions and innovation
- Determine ways to meet a common goal



Source of the conflict

- Differences in personality styles or working
- Levels of performance or competence
- Contracts of employment or promotions
- Language barriers
- Any types of discrimination
- Bullying, harassment or violence
- Substance abuse



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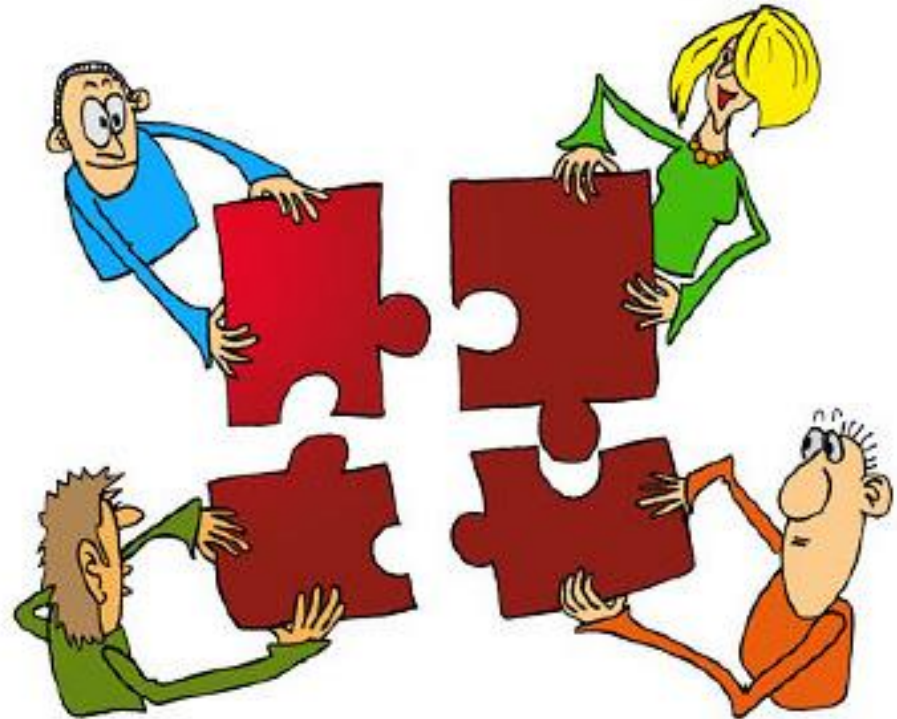
Impacts of the conflicts

- The impact on the individuals can include stress, depression, loss of self-confidence, sickness absence, legal dispute
 - In the organization can cause staff turnover, low staff productivity, bad reputation and low employee moral
 - A report published by ACAS in 2021, shows that more than 500.000 resign every year, as a result of workplace conflict
-



The conflict is a behavior that is not tolerated in a workplace

- Build a culture based on dignity and respect
- Provide training regarding the diversity, inclusion and
- handling conflict constructively
- Build a real connection with the team, understand the dynamics and monitor relationships



Successful Team Development

The old acronym for TEAM is :

T-together

E-everyone

A-achieves

M-more

Ty Bennett said in “Relevant Leadership - The Four Elements of an effective team”-2022,

”It is only true if the team learns to work together.”



A team is
many hands & one mind.

Elements of an effective Team



Importance of training and development

- An organization capable to build and develop a team will have a critical advantage on the market
- For example, today the hospitality companies will provide training from Health & Safety and Food Safety, First Aid, Fire Safety, to courses regarding employee wellbeing and mental health strategy, trying to be more open regarding their employees needs
- The last 2 years have brought major changes in our work life, and the best example it was working from home meant adapting the teams to new needs

Team Effectiveness



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THANK YOU



ANY QUESTION ?