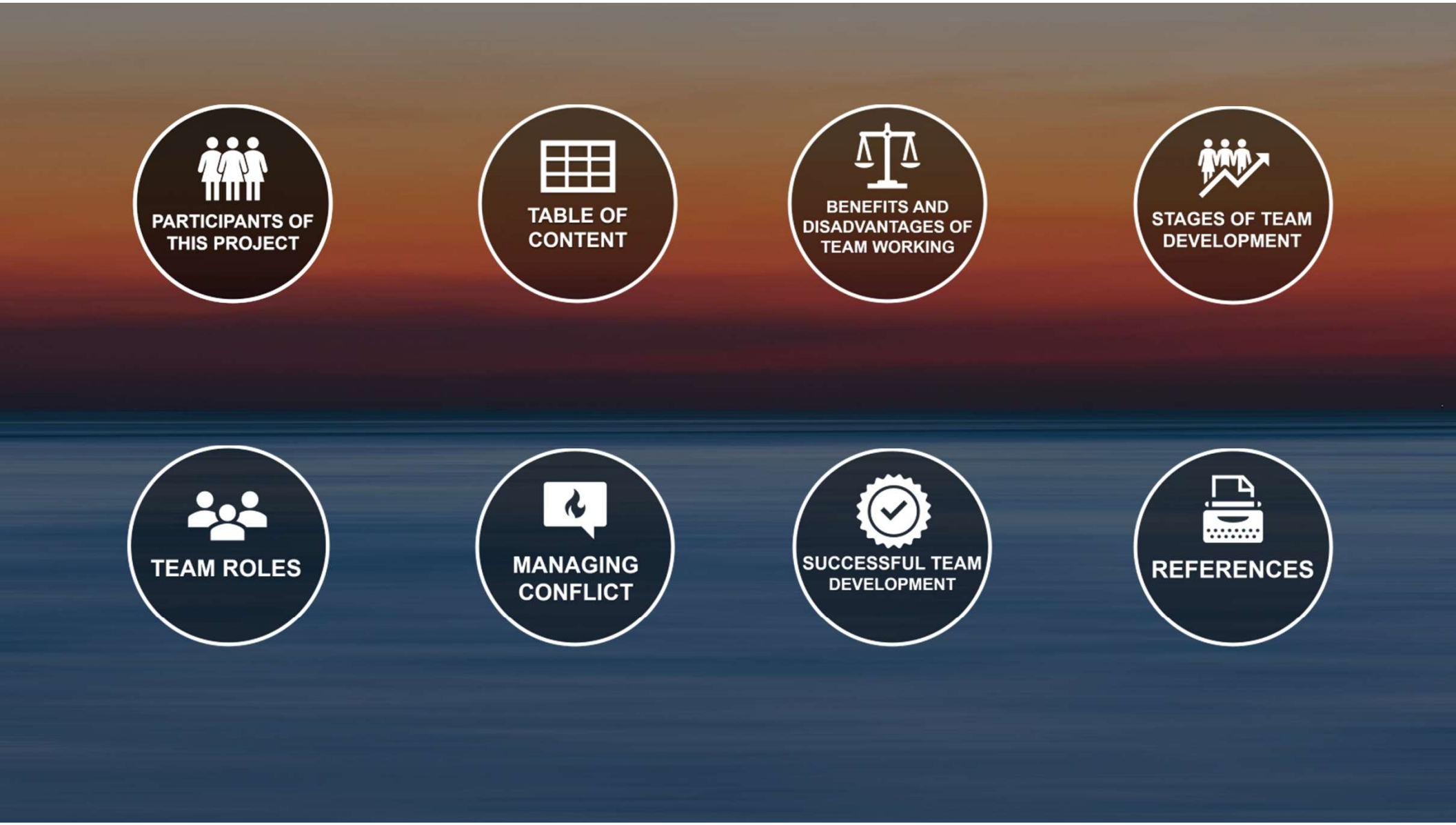

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THIS PROJECT



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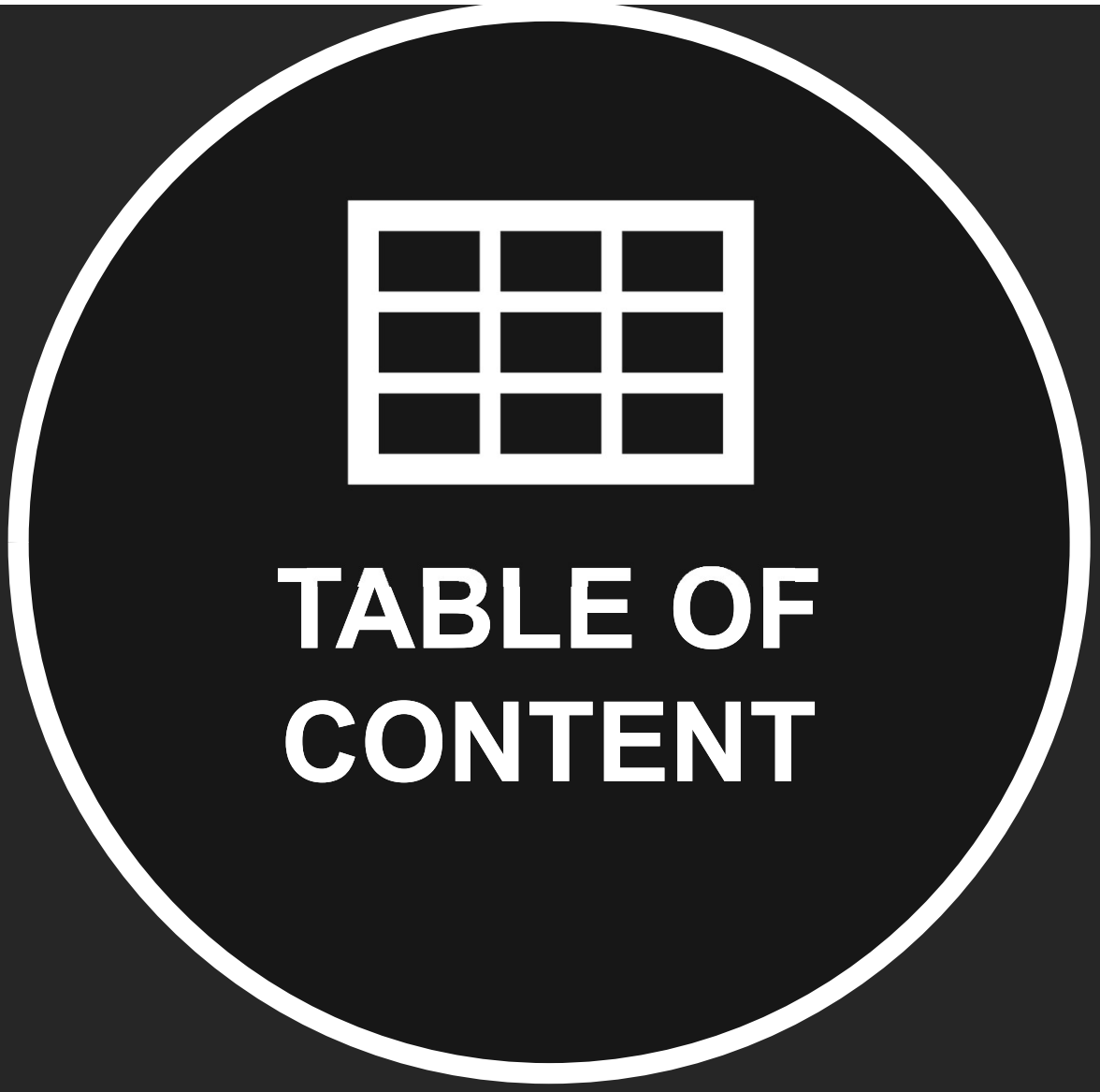

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BENEFITS AND
DISADVANTAGES OF
TEAM WORKING

BENEFITS OF TEAM WORKING

A team is defined as a group of people who perform interdependent tasks to work toward accomplishing a common mission or specific objective.



ADVANTAGES OF TEAM WORKING



- Increases Productivity
- Provides a Support Network
- Encourages Innovation
- Strong Relationship
- Shared Work

😟 DISADVANTAGES OF TEAM WORKING



- Time Delays
- Team Conflict
- Some People are not Team Players
- Under-performing
- Employees hide behind the Team



STAGES OF TEAM DEVELOPMENT

FORMING

As the name suggests refers to when the team is first formed. At this stage, team members are meeting for the first time, getting acquainted, organizing responsibilities, and trying to find their place within the team.



STORMING

This stage begins to occur as the process of organizing tasks and processes surface interpersonal conflicts. Leadership, structural issues, power dominate this stage.



Observable Behaviours
- Arguing among members
- Vying for leadership

Feelings & Thoughts
- Feeling Defensive
- Confusion & loss of interest

Team Needs
- Inter & intra personal relationships
- Identify stylistic & personal differences

Leadership Required
- Project guide & Instructors acknowledge conflict
- Project Guides suggest that consensus among team members

NORMING

By this stage, everything should have settled down nicely, and your team members should know how to work with one another effectively.

This is called **Norming**.
You can expect an increase in **productivity** at this stage as everyone understands their role better and can get stuck into their individual tasks, instead of being bogged down by **internal conflict**.



PERFOMING

Team members will work together as a unit and significant progress will be made. Project management will focus on the delegation of work and on future team building

Less supervision will be required as the team will be highly motivated and independent.

EJ1



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HIGH PERFORMANCE IS THE NAME OF THE GAME.

Slide 14

EJ0 Image by vectorjuice on Freepik
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ADJOURNING

In this stage team members are ready to leave the work as they have finished and they are analysing their work for any mistakes

Feelings & Thoughts

- Sadness
- Humor (that to outsiders could appear cruel)
- Glad it is over – relief

Observable Behaviors

- Visible signs of grief
- Momentum slows down
- Restless Behavior
- Bursts of extreme energy usually followed by lack of energy

Team Needs

- Evaluate the efforts of the team
- Tie up loose ends and tasks
- Recognize and reward team efforts

Leadership Required

- Project guides help team develop options for termination
- Good listening
- Reflection and carry forth collaborative learning to next opportunity


TEAM ROLES

LEADER/FACILITATOR



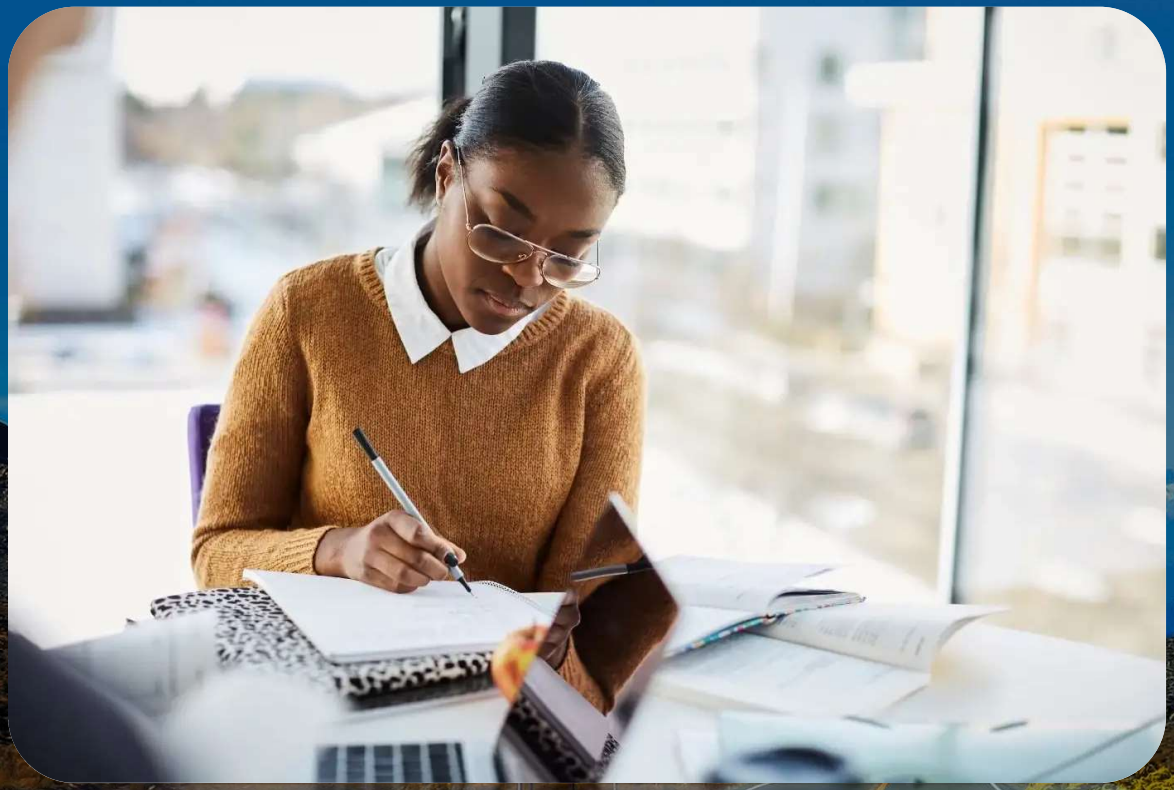
- Clarifies the aims of the group and helps the group to set sub-goals at the beginning of each meeting.
- Makes sure that all group members understand the concepts and the group's conclusions.
- Starts the meetings, introduces each topic, and keeps the group on task and oriented towards its goals.
- Ensures that the group completes its tasks before deadlines.

ARBITRATOR/MONITOR



- Observes group functioning carefully and initiates regular discussions on group climate and process, especially if he or she senses tension or conflict brewing.
- During disagreements or conflicts, clarifies the arguments and proposes suggestions for resolving dispute.
- Ensures that all group members have a chance to participate and learn; may elicit comments from members if they are not participating.
- Acts as a cheerleader for the group whenever possible, praising members for work well done.

NOTETAKER/TIME KEEPER



- Takes notes during meetings to keep a record of what has been decided, tasks that have been assigned, when meetings are scheduled, etc.
- Presents group material to the rest of the class/supervisor.
- Keeps track of time during meetings to avoid spending excessive time on one topic. This is best handled by deciding how much time will be allocated to each issue in the agenda, and letting everyone know when this time is up.

DEVIL'S ADVOCATE

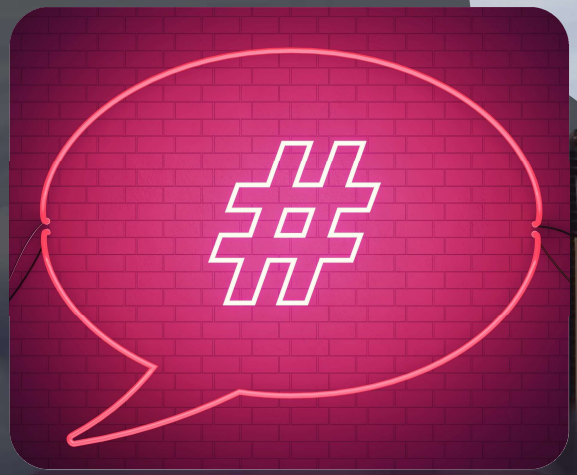


- Remains on guard against "groupthink" scenarios (i.e., when the pressure to reach the group goal is so great that members surrender their own opinions to avoid conflict and view issues solely from the group's perspective).
- Ensures that all arguments have been heard, and looks for holes in the group's decision-making process, in case there is something overlooked.
- Keeps his or her mind open to problems, possibilities, and opposing ideas.
- Serves as a quality-control person who double-checks every detail to make sure errors have not been made and searches for aspects of the work that need more attention.


MANAGING
CONFLICT

CONFLICT MANAGEMENT

Conflict management is the use of techniques to resolve disagreements or control the level of discord. Conflict resolution techniques include facilitating meetings for the conflicting parties to identify the problem, discuss resolutions and create superordinate goals that require cooperation from conflicting parties.





Your aim is to yield a positive result from disputes and disagreements that occur between people in the workplace



Your aim is to learn from the experience and improve your business' relationships or service as a result

And above all, your aim is to resolve the conflict in a way that respects everyone's wants and needs.

The different types of conflict management include

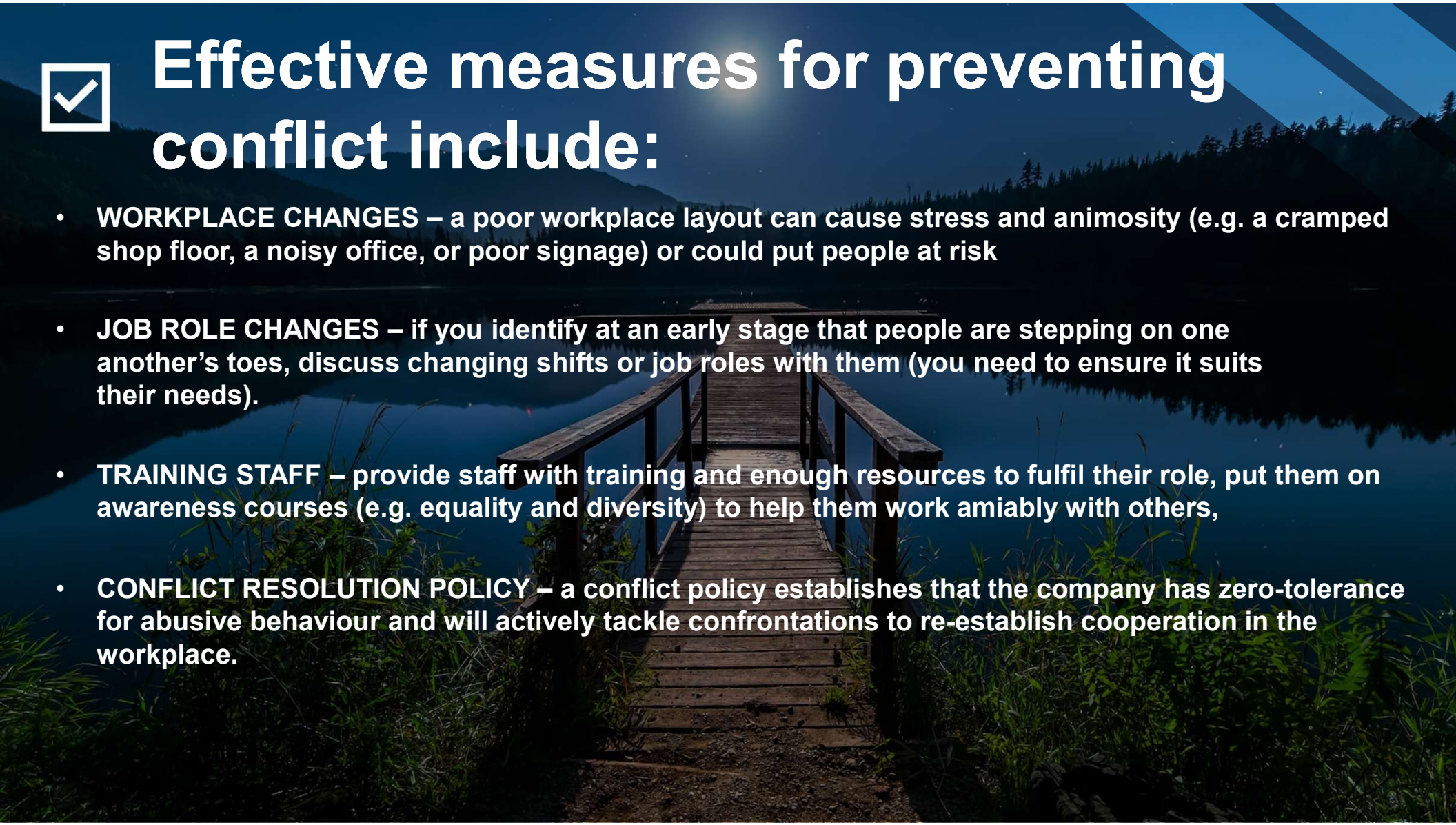
- Preventative measures e.g.:
- Workplace changes.
- Job role changes.
- Training staff.
- Conflict resolution policy.

- Alternative dispute resolution i.e
- Informal discussions
- Mediation
- Conciliation
- Arbitration









Effective measures for preventing conflict include:

- **WORKPLACE CHANGES – a poor workplace layout can cause stress and animosity (e.g. a cramped shop floor, a noisy office, or poor signage) or could put people at risk**
- **JOB ROLE CHANGES – if you identify at an early stage that people are stepping on one another's toes, discuss changing shifts or job roles with them (you need to ensure it suits their needs).**
- **TRAINING STAFF – provide staff with training and enough resources to fulfil their role, put them on awareness courses (e.g. equality and diversity) to help them work amiably with others,**
- **CONFLICT RESOLUTION POLICY – a conflict policy establishes that the company has zero-tolerance for abusive behaviour and will actively tackle confrontations to re-establish cooperation in the workplace.**

The Different Types Of Alternative Dispute Resolution Are:

- Informal discussions – these can be arranged by you or another superior, or even the people at conflict (although they generally need a push from management to face the problem). It involves sitting down and talking through issues, during which time the manager or supervisor should remain impartial.

- Mediation – this involves a trained mediator having discussions with the people at conflict to address issues in a controlled environment. Mediators are skilled at encouraging people to calmly talk and listen to one another, and guide people to reach a conclusion.

- Conciliation – this is very similar to mediation except that unlike a mediator, the conciliator is responsible for making the final decision on what people should do to settle their differences.

- Arbitration – this is more formal than the previous methods. Evidence for each side of the conflict is submitted to an arbitrator, and lawyers may represent people's cases. The arbitrator considers the evidence and imposes a legally-binding settlement that all parties will have pre-agreed to.

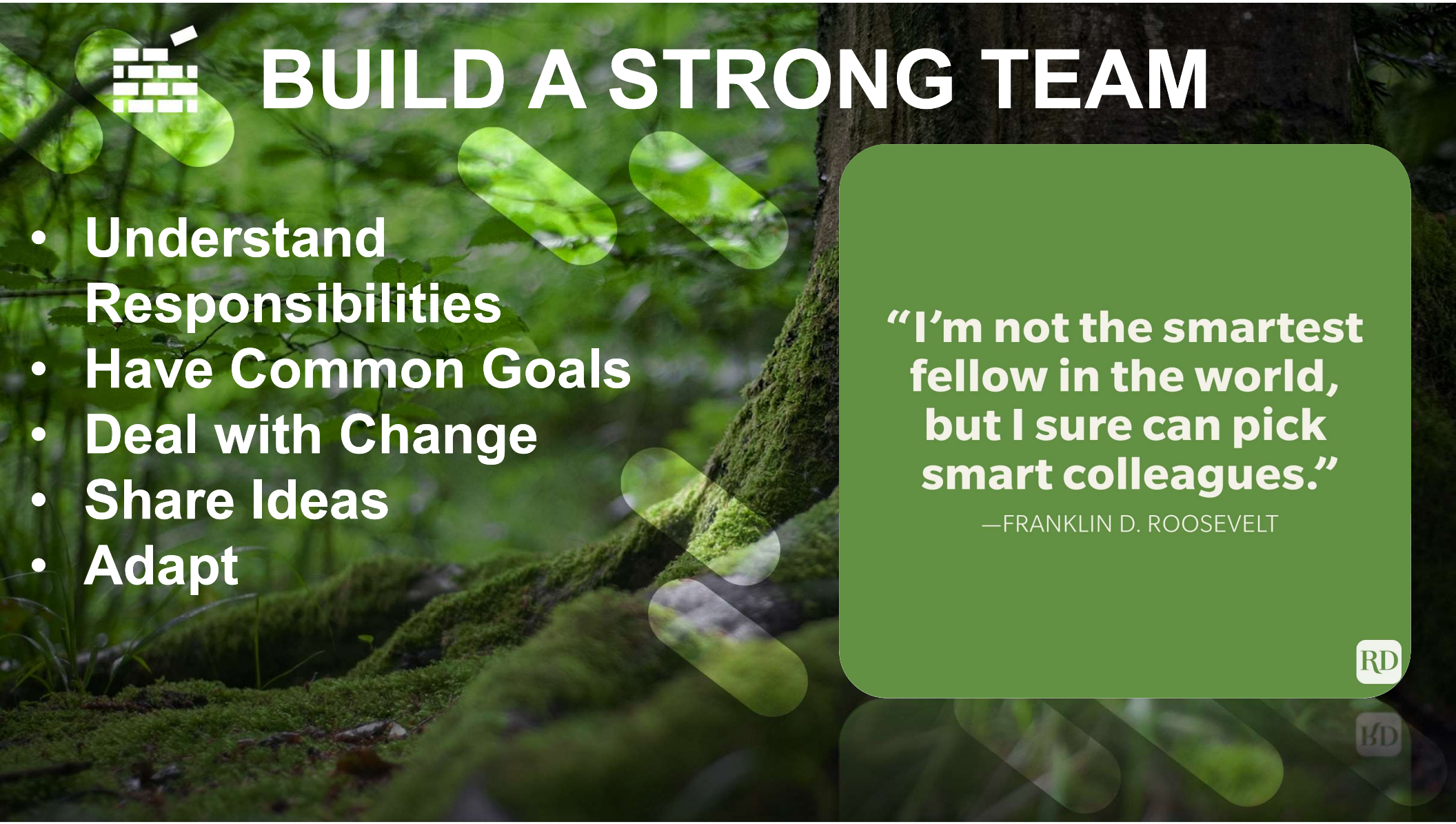

SUCCESSFUL TEAM
DEVELOPMENT

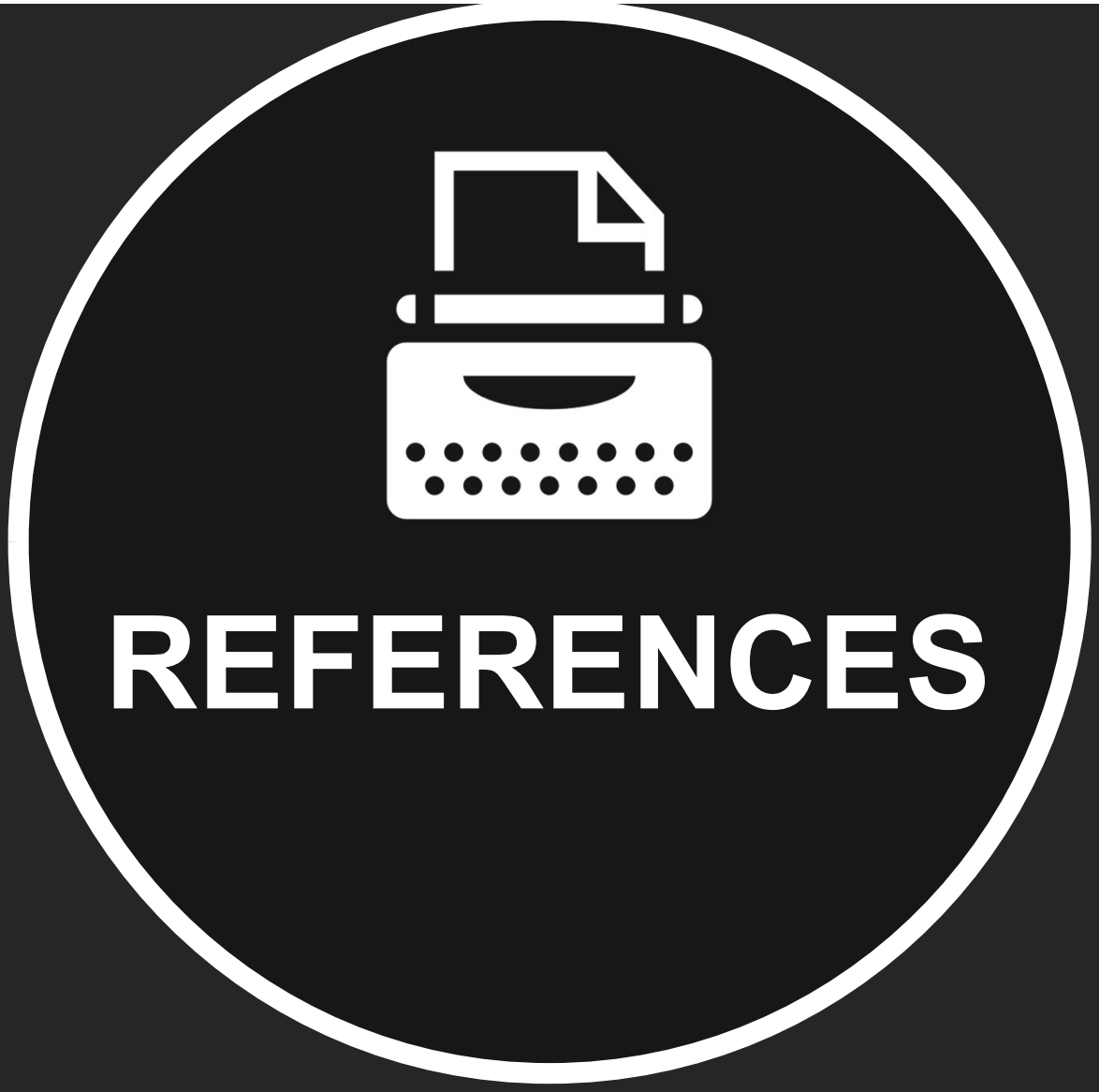
SUCCESSFUL TEAM DEVELOPMENT



The key elements to successful teamwork development are trust, communication and effective leadership, a focus on common goals with a collective responsibility for success (or failure).

However, without trust and communication the team will have difficulty functioning effectively


BUILD A STRONG TEAM
• Understand Responsibilities
• Have Common Goals
• Deal with Change
• Share Ideas
• Adapt
“I’m not the smartest fellow in the world, but I sure can pick smart colleagues.”
—FRANKLIN D. ROOSEVELT


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