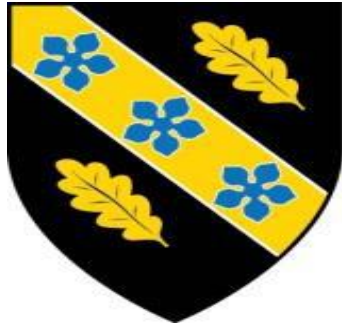


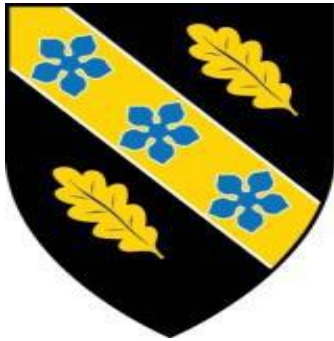


UNIVERSITY OF WALES
Trinity Saint David
LONDON

EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW4002 TERM 2 JOANNA WALSH

George Onyeka	1919241	Introduction & Conflict Management
Elizabeth Cuffie	1913507	Benefits of Teamwork
Harriet Anyanwu	1916050	Stages of Team Development & Team Roles
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HAVANA
CONSULTANCY SERVICES
(HCS)

HELPING TO MOULD YOUR TEAM

CONTACT US!

A presentation by:

- George Onyeka
- Elizabeth Cuffie
- Harriet Anyanwu
- Benedict Otchere

Introduction

- ▶ We are the Havana Consultancy Services and we are here to speak to you about effective team working in your workplace.
- ▶ Our company specialises in helping organisations build powerful teams within the work force.
- ▶ Building teams helps organisations improve their performances. It will allow you to meet set goals by motivating individuals to work together, identify weaknesses and refine strengths.
- ▶ By the end of this training, we aim to equip you with skills to allow you to work together and provide the best care to residents.

Benefits of Teamwork

- ▶ According to (Shaw et al., 2005), team working is an essential feature in Primary care.
- ▶ (Shaw et al., 2005) There should be cooperation among team members.

Improved Quality of Care

- ▶ Teamwork is better. (Bachel, Beverly, 2006)
- ▶ Teams attain what a single person cannot.
- ▶ Better solution when individual team members look at one problem, because they produce numerous solutions.

Communication Skills

- ▶ Working together means giving out thoughts and listening to others.
(Bachel, Beverly, 2006)
- ▶ Give adequate feedback.
- ▶ Conflict resolution.

Boosts Productivity

- ▶ In an article, (Career Addict, 2020), working in a team gives the opportunity to divide the workload evenly according to each members skills and strength.

Allows Flexibility

- ▶ In an article, (Career Addict, 2020), working together is an added benefit.
- ▶ Flexible work schedule.
- ▶ Allows you to plan private obligation.

Stages of Team Development

In an article by Indeed, stages of team development are the processes a group goes through to develop, before they begin to work effectively as a team. (Indeed.com, 2020)

Tuckman's Stages are:

- ▶ Forming
- ▶ Storming
- ▶ Norming
- ▶ Performing

Tuckman's Stages of Team Development

Forming:

The article by Indeed defined the forming stage as when Mercy Nursing Home was established in 2018. (Indeed.com, 2020)

- ▶ Uncertainty

Leadership: Directive

- ▶ According to the Centre for Leadership Studies, the team highly depends on the leader for guidance and direction. (The Centre for Leadership Studies, 2020)

Johari Window Model

Storming:

In the article by Chapman (2020), team members compete for status and for acceptance of their ideas.

- ▶ Conflicts
- ▶ Competition

Leadership: Selling

- ▶ Using four regions of Johari Window Model, to understand each member behaviour. (The Centre for Leadership Studies, 2020)

Thomas and Kilmann Conflict Resolution

Norming:

As discussed, in an article by Day and Blakey (2020), the team members would socialise together. They would share information and resolve team conflict, using Thomas and Kilmann Conflict Resolution.

- ▶ Respect

Leadership: Participating

- ▶ Assistance from the Leader (The Centre for Leadership Studies, 2020)

Belbin Team Roles

Performing:

According to Belbin (2020), at this stage, teams are functioning at their highest level.

- ▶ Targets are achieved.

Leadership: Delegating

- ▶ Leader is involved less. (The Centre for Leadership Studies, 2020)

Belbin Team Roles

Team Roles:

- Belbin Team Roles: Talks about the role each team member plays, to aid the development of the team. These are when each member of the team gets an allocated task. (Indeed.com, 2020)

Belbin's Nine Team Roles

Understanding each role a team member can play may help you to work more efficiently as a team:

1. The Monitor Evaluator (thought-oriented)
2. The Specialist (thought-oriented)
3. The Plant (thought-oriented)
4. The Shaper (action-oriented)
5. The Implementer (action-oriented)
6. The Completer/Finisher (action-oriented)
7. The Coordinator (people-oriented)
8. The Team Worker (people-oriented)
9. The Resource Investigator (people-oriented)

Team Roles

Important of team roles:

- ▶ The nine Belbin team roles are descriptions of job duties that fall into three broad categories: thought-oriented roles, action-oriented roles and people-oriented roles.

The Belbin Team Inventory

Test:

- ▶ The Belbin Team Inventory is a behavioral test which assesses how an individual behaves in a team environment.

- Understanding each role a team member can play may help you to work more efficiently as a team.

Managing Conflict

Conflict is the prime problem that faces most teams, this is because of the diversity of the people that make up a team. Faced with these people from diverse backgrounds, conflict occurs due to the following broad factors in a team, and they are personal, communication and structural factors.
(Varney, 1989)

Causes of conflict:

- ▶ Communication factors
- ▶ Structural factors
- ▶ Personal factors

Managing Conflict

Stages of conflict:

- ▶ Latent Stage
- ▶ Perceived Stage
- ▶ Felt Stage
- ▶ Manifest Stage

Managing Conflict

Ways of Managing conflicts:

- ▶ Avoidance
- ▶ Competition
- ▶ Accommodating
- ▶ Collaboration
- ▶ Compromise

Managing Conflict

Effects of conflict:

- ▶ Decrease in Productivity
- ▶ Employee turnover
- ▶ Mental Health Concerns
- ▶ Conflict Escalation and Violence

Managing Conflict

Conflict Resolution Processes:

- ▶ Listening creates an effective atmosphere.
- ▶ Acknowledgement creates mutual understanding.
- ▶ Respond focuses on individual and shared needs.
- ▶ Resolve differences to the root of the matter.

Successful Team Development

Successful teams are teams that work together towards solving problems and sharing ideas among themselves. In other words, they have a collection of people with diverse characteristics such as ambition, trust and encouragement. They also add great value to individual members by supporting and creating avenues for their development.

Attributes of a Successful Team

- ▶ Mutual respect
- ▶ Set objectives
- ▶ Specialisation/defined roles
- ▶ Good leadership
- ▶ Effective communication
- ▶ Delegation of duties

Conclusion/Recommendations

- ▶ We have discussed the benefit of the team working, release that people achieve better result and they feel accomplished.
- ▶ The Leader most Understand the need to establish rapport among team through meetings and briefings.
- ▶ As a result, every new staff at Mercy Nursing Home, most be well trained by a qualified member of the management team or Trainer, this is to maintain consistency.
- ▶ Thus, we believe that Mercy Nursing Home should review their staff training policies to include Kolb's learning styles, Belbin's Team Roles.

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