

Effective Team Working and Communication (BMSW4002_LON)

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Date : 17/12/2021

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WHAT IS TEAM?

Kozlowski and Bell (2003) defines team as a group of people “who exist to perform organizationally relevant tasks, share one or more common goals, interact socially, exhibit task interdependencies, maintain and manage boundaries, and are embedded in an organizational context that sets boundaries, constrains the team, and influences exchanges with other units in the broader entity”(p.334)



BENEFITS OF TEAMWORK

1. Increases productivity

➤ Share the workload

2. Provides support

➤ Less stress

➤ Reduce risk

3. Builds up strong relationship

➤ Work as a part of the team is building up the confidence of its members

➤ Better communication

CONTINUE



4. Inspires Enovation

- Two heads works better then one
- Productive brainstorming

5. Flexibility

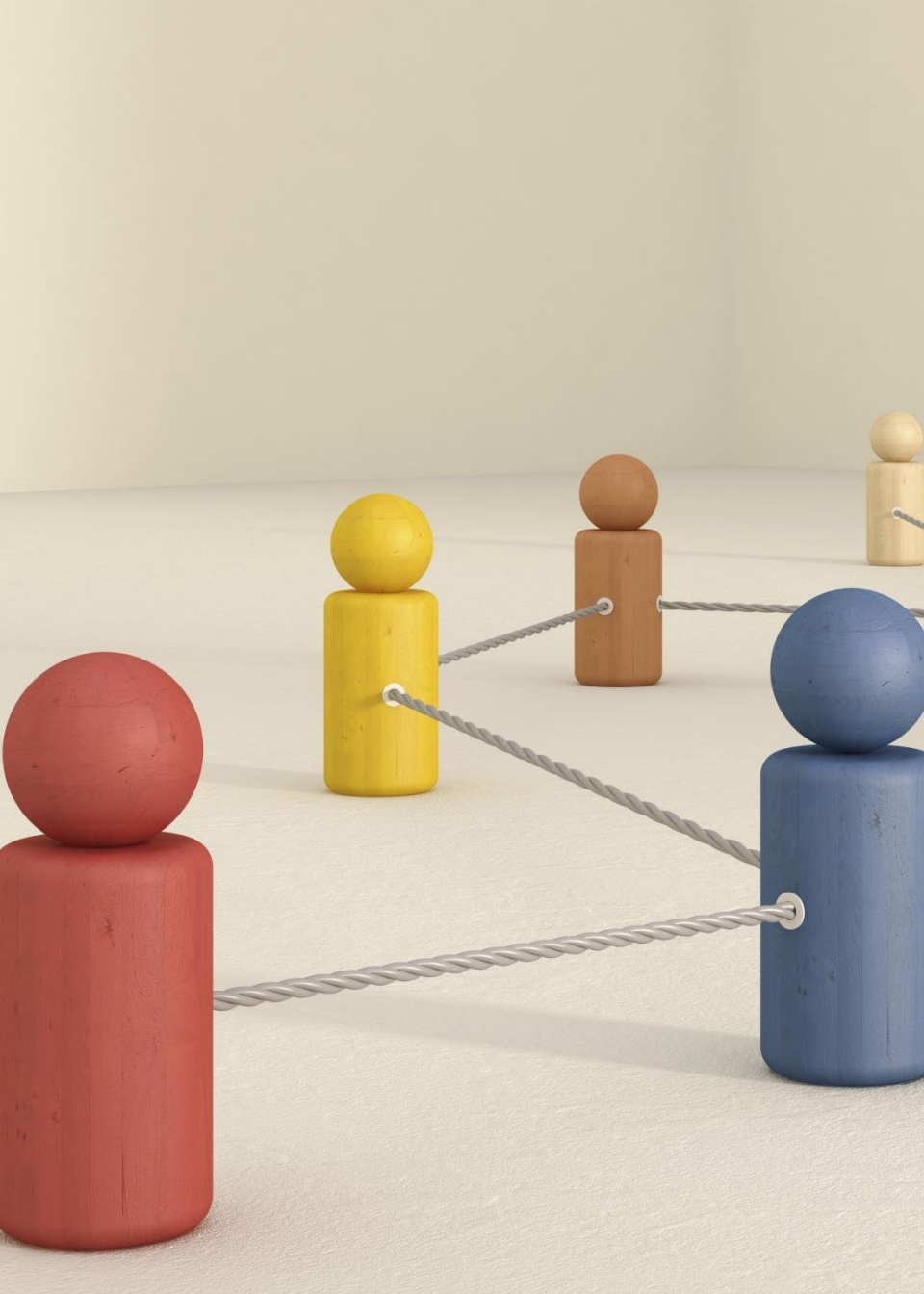
- Allows better work-life balance

6. Creates Sinergy

- the combined power of a group of things when they are working together that is greater than the total power achieved by each separately (Cambridge Dictionary)

TUCKMAN'S STAGES OF TEAM DEVELOPMENT

<u>1.FORMING</u>	<u>2.STORMING</u>	<u>3.NORMING</u>	<u>4.PERFORMING</u>	<u>5.ADJOURING</u>
People meet for the first time and not sure how to behave.	People start to work together , expressing their position and push against boundaries.	The skills of the team members are validated, they are aware of their role, co-operation develops,	Teamwork is achieved, roles are flexible and fully supported.	Bittersweet sense of accomplishment.
Various emotions: enthusiasm, politeness, optimism, nervousness	The initial politeness and excitement are replaced by frustration, anxiety, disagreement.	Views are exchanged, conflict are settled. Calm after the storm.	The team working at its best and becomes motivated and confident.	Many personnel relationships are formed.



TEAM ROLES THEORY

- Team roles describe a pattern of behaviour that characterises one person's behaviour in relationship to another in facilitating the progress of a team.
- This approach enables an individual or team to benefit from self-knowledge and adjust behaviour according to the demands being made by the external situation



TEAM ROLES

- Five Team Roles:
- Leader- makes sure team has clear objectives
- Challenger: questions effectiveness and drives for results
- Doer: encourages progress and takes on practical jobs
- Thinker: produces ideas and thinks through those proposed by others
- Supporter: eases tension and promotes harmony



RESPONSIBILITIES



Maintain a team
calendar or
schedule.



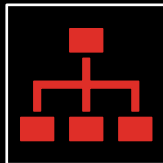
Schedule and
hold meetings.



Facilitate
discussion.



Communicate
with team
members.



Assign
responsibilities.



Draft and deliver
correspondence.



Supervise team
members



TYPES OF ROLE

technical

functional

team roles



MANAGING CONFLICTS:

Conflict management is the practice of being able to identify and handle conflicts sensibly, fairly, and efficiently. Since conflicts in a business are a natural part of the workplace, it is important that there are people who understand conflicts and know how to resolve them. This is important in today's market more than ever. Everyone is striving to show how valuable they are to the company they work for and at times, this can lead to disputes with other members of the team. Conflict management consulting offers advisory, monitors as well as evaluation, services to international organizations, governments and civil society. It frequently operates in institutionally and economically fragile, conflict and post-conflict environments.



CONTINUE

Conflict management is an important function of human resource management, which helps a company to develop effective internal environment of the business. This helps in increasing productivity of employees in order to gain sustainable market share in a set period of time. In the era of stiff competition between companies, it is very much crucial for the company to develop all techniques of managing conflicts in order to gain effective advantage. Companies should also develop effective focus on managing grievances with professional approach to gain sustainable practices at the marketplace.



WAYS OF MANAGING CONFLICTS

There are several ways to manage the conflicts within an organization and in context to Deloitte, there are some ways that helps the company in managing its conflicts that are occurred within the workplace:

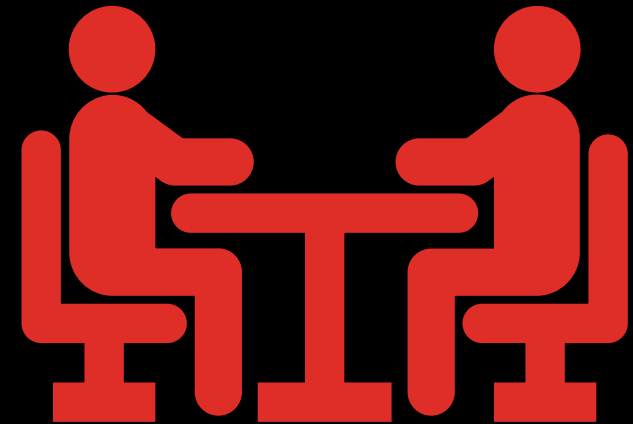
- **Collaborating:** With the help of this method, the manager within the company works together with the human resources that are involved for developing a win-win solution. The concentration on finding a solution that satisfy the needs of everyone. This approach is appropriate when the situation is not urgent, a significant decision is required to be made, previous resolution attempts of conflicts have failed, many manpower or number of human resources across the teams are involved in conflicts.



IMPORTANCE OF CONFLICT MANAGEMENT

There are various benefits a company will get on basis of conflict management. Conflicts in an organisation occur due to various reason like difference among opinion, thoughts, interest and ideas. It provide various benefits to an organisation which are mentioned below:

- Conflicts management helps to strengthen bond among employees and also solving problems among them. Employees feel motivated at workplace and is ready to face different challenges. Management of conflict among employees helps them to resolve issues and differences with other employees which create friendly environment for them and also helps them for purpose of getting comfortable environment.





HOW TO BUILD A STRONG TEAM

- RESPECT YOUR TEAM MEMBER AS INDIVIDUAL
- COMMUNICATE
- ENGENDER COMMUNICATION WITHIN THE TEAM





EVERY SUCCESSFUL TEAM MUST HAVE

- SETTING GOALS
- A CLEAR COMPANY VISION
- CLEAR COMMUNICATION
- A HAPPY WORKPLACE



TEAM WORK

- BEING AWARE OF HOW YOUR ACTIONS OR WORDS INFLUENCE THE TEAM
- TAKING RESPONSIBILITY FOR YOUR ROLE
- ENSURING YOUR OPEN AND RECEPTIVE TO FEEDBACK FROM OTHERS





LEADERSHIP

- TIME MANAGEMENT
- COMMUNICATION
- DECISION MAKING
- CREATIVE THINKING



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