



EFFECTIVE TEAMWORK IN HEALTH AND SOCIAL CARE

Effective Team working and Communication (BMSW4002)



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Summary

A team is a group of five or twenty people that work together to complete a task or solve a problem, teamwork is the group of people working together to reach a common goal.

Multidisciplinary teams work together to deliver care and support for people in need, They can include doctor, social worker, physiotherapist, local authority staff and voluntary organisation staff.

In health and social care practise teamwork is very important to deliver the best service to the patient and people who need support. The manager of Sunny Hope care home needs to find a team and there are different aspects it needs to be considered, like team roles in team development advantages and disadvantages of teamwork.

Contents

Summary	0
Contents	2
Introduction	3
Overview	4
Models	5
Team Roles	6
Discussion, Advantages and Disadvantages.....	7
Conclusion	8
Recommendation.....	9
Reference	10

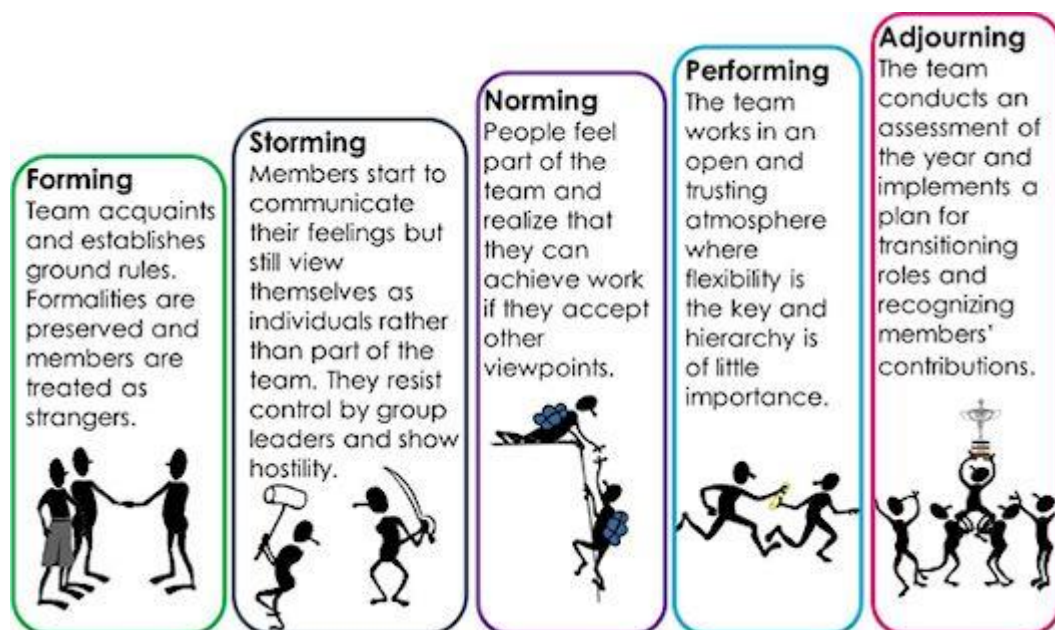
Introduction

In this report Tuckman model of team development will be analysed, which is formed of five stages: forming, storming, norming, performing and adjourning. Belbin team roles explain why some rolls are not the same as the personality of the people, like monitor evaluator, plant, specialist, implementer, complementor finisher, coordinator, resource investigator and team worker. (Crunk,2018)

The advantages of team working will give an explanation of how team can help to be more effective, the disadvantages of poor team working shows how the organisation and people are affected.

Team it's a group of people working together to finish a task or to solve a problem, it is between five to twenty people, teamwork is the team effectiveness in completing the task or solving the problem.

Conclusion will explain the most important aspects that have been covered in this report and recommendations will tell how the manager off Sunny Hope care home can create an effective team.



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Overview

Team is the definition of a group of people, teamwork means people working together to complete a task or solve a problem. Successful teams are those who have the same goals or purpose, they get the responsibility to complete tasks and have a leader. Unsuccessful teams are those who always have conflicts and misunderstand their role and the leader do not do nothing to change the situation.

Multidisciplinary teams work together to deliver care and support for the people in need of treatment or support. Multidisciplinary teams can include a doctor, social worker, physiotherapist, local authority staff and voluntary organisation staff.

Team working is important in health and social care to deliver the best services to the patients and people who need support. Communication is also very important between the team and between the staff and patients or people.

Teams can be effective only if there is a good communication and they have the same purpose and they have a small number of people, small number of people is also an important aspect to achieve success from five to twenty people maximum.

Collaborative team can have success if they collaborate in achieving their goal, everyone needs to work together. Shared goal is also a key to be successful if the team has the same goal be more committed to the task or the problem.

Team differs from a group, group have different opinions about the subject, the team have the same ideas and opinions. group don't have rules, team have rules, group don't have a leader, team have a leader, in a team that is trust in another but in group there is not trust in another. (Briggs, 1980)

Models

Tuckman model of team development identify five stages of team development, like forming, storming, norming, performing and adjourning, in each stage the team creating their functions.

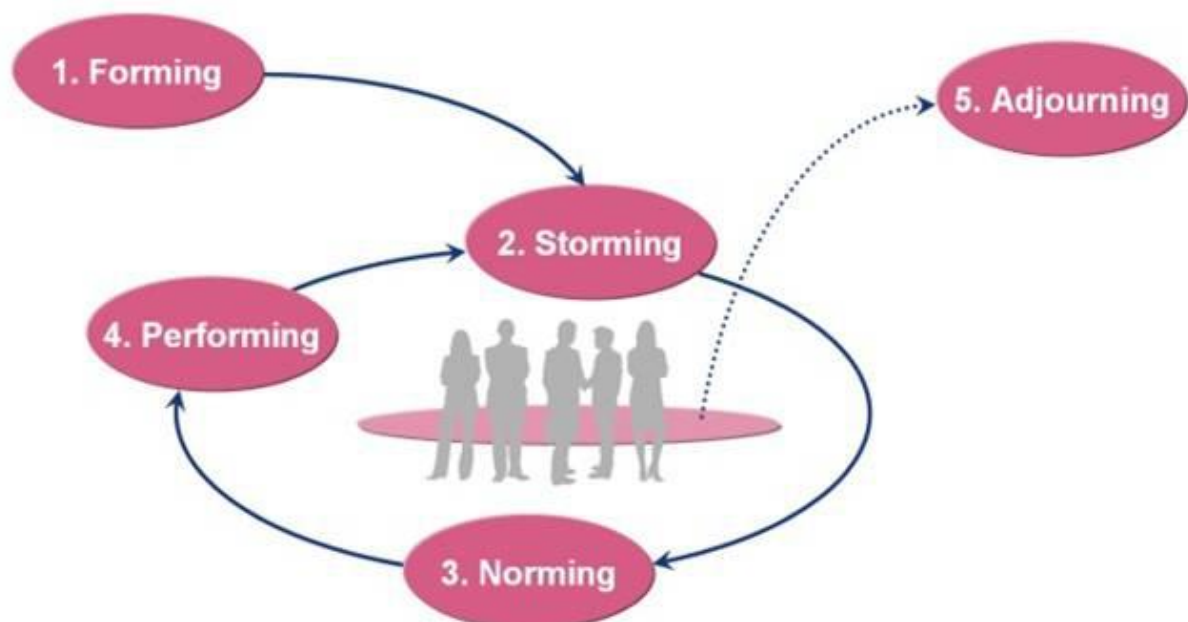
Forming at this stage the team is formed a trust among the members, they share ideas and opinions, a goal is set and also a leader. Without a leader the team cannot be formed because everything count on him.

Storming comes from conflict, a lot of conflicts happened in this stage because the role of the members are not clear. Everyone is still independent and conflict happened among members and leader, it is an unpleasant stage but very beneficial for the team because it makes it stronger and people can learn from it.

Norming is the stage where everything comes back to normal after the storming stage where there was conflict. At this stage all the members feel part of the team and the trust become stronger among the members.

Performing is the stage where the member starts to work, and all the conflicts are resolved. The leader can let the people to work on their own and be more independent this can help on confidence of the team to grow and help the team to achieve the success. If there is not confidence from the leader to leave the people from the group working together individually the team can fail to succeed.

Adjourning is the stage where all tasks have been completed and the team reached the success or failure. Everything depends in the previous stages if they have been passed successfully. (Natvig and Stark, 2016)



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Team Roles

Belbin identify nine team roles and the reason why some teams fail in some succeed, the nine team roles are: shaper, coordinator, resource investigator, team worker, plant, specialist, implementer, completer finisher and monitor evaluator.

In health and social care it is very important to understand the role of a person in a team so the medical error not happening or other types of errors in social care.

- Shaper is the person who pass easy the conflict and perform well, they cope well under pressure.
- Coordinator is lazy sometimes but good at coordinating the team and identify talents.
- Resource investigator this type of person likes to explore an investigate all the resources.
- Team worker enjoy working in a team and they collaborate with the members of the team.
- Plant are problem solvers creative in have new ideas in any type of situation.
- Specialists are more independent they like to work on their own, like professionals.
- Implementer these type of people implement new ideas.
- Completer finisher are the people who worry too much, depressive and anxious.
- Monitor evaluator they evaluate the situation from far. (Belbin, 2010)

THE 9 BELBIN TEAM ROLES				Team Role Contribution	Allowable Weakness
Thinking	Plant	PL		Creative, imaginative, free-thinking. Generates ideas & solves hard problems.	Ignores incidentals. Too pre-occupied to fully communicate.
	Monitor Evaluator	ME		Sober, strategic and discerning. Sees all options and judges accurately.	Lacks drive and ability to inspire others. Can be overly critical.
	Specialist	SP		Single-minded, self-starting, dedicated. Provides rare knowledge and skills.	Contributes only on a narrow front. Dwells on technicalities.
Action	Shaper	SH		Challenging, dynamic, thrives on pressure. Has drive to overcome obstacles.	Prone to provocation. Offends people's feelings.
	Implementer	IMP		Practical, reliable, efficient. Turns ideas into actions and organizes tasks.	Somewhat inflexible. Slow to respond to new possibilities.
	Completer Finisher	CF		Painstaking, conscientious, anxious. Finds errors. Polishes and perfects.	Inclined to worry unduly. Reluctant to delegate.
People	Coordinator	CO		Mature, confident, identifies talent. Clarifies goals. Delegates effectively.	Can be seen as manipulative. Offloads own share of the work.
	Team Worker	TW		Co-operative, perceptive and diplomatic. Listens and averts friction.	Indecisive in crunch situations. Avoids confrontation.
	Resource Investigator	RI		Outgoing, enthusiastic, communicative. Explores opportunities, develops contacts.	Over-optimistic. Loses interest once initial enthusiasm expires.

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Discussion, Advantages and Disadvantages

Advantages of team working in health and social care can be numerous, like improved services, better solutions, better productivity, greater motivation, performance and encourage flexibility.

Improved services are achieved when team members work together as a team to reach the common goals of the organisation. Like in health and social care the goal seems to deliver great care and support if the team has strong bones it will help improve their services.

Better solutions are reached better by a group of people than on their own, they can revise each other ideas and come up with better solutions.

Better productivity is when different people do different things, this will speed up the production. when different people do different things is better than one person trying to do it all on their own.

Greater motivation team members have the ability to motivate each other motivation has grown since the team has been introduced in a workplace.

Performance is achieved by combining different ideas and solution on solving a task or a problem. when ideas are allowed to flourish the performance grade easier to reach its full potential.

Encourage flexibility by working and communicating allowed members to respond to change faster.

Teamwork could not be called a team if they start interminable conflict inside the team. some disadvantages are unequal participation, not team players, longer process and medical or care errors.

Unequal participation, some people sit back in let other members of the team do all the work, this can cause conflicts between the members of the group and lower motivation.

Not team players, this type of people work more individually is important to have people that like working in a team specially in health and social care where teamwork is very important.

longer process, if the team has too many members it will take more time to process all the ideas and solutions, team should be five to twenty members, not bigger than twenty.

Medical and care errors, if the team members are not effective and don't participate in their team properly this can lead to medical or care error. (Lara,2015)

Conclusion

Team has been defined as a group of people working together to complete the task or to solve a problem. the difference between successful and unsuccessful teams have been identified, like successful team take responsibility and unsuccessful team misunderstand their role in a team.

Tuckman's model of development identified five stages of team development, forming, storming, norming, performing and adjourning. Belbin team roles shows how important it is in health and social care to understand the team roles of the members of the team.

Advantages and disadvantages discussion shows how a team can be more productive or not, like unequal participation or not being a team player can lead to team ineffectiveness.

Recommendation

The manager of Sony hope should be clear about the goal of the team from the start and ensure the team role suits everyone role in a team. Their role could be find easy by asking each other what type of team player they are, or give an example of Belbin team roles to everyone and ask them sign each one that applies to each member.

The team should also not be bigger than twenty people, if not conflicts could occur between the members and the team could not be as effective as it should be and the process can be longer than expected. (Maslec, 2015)

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