

EFFECTIVE TEAM WORKING AND COMMUNICATION (BMSW 4002)

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Benefits of Team Working

Ionut Gabriel Mititelu
(1914229)

What Is Team Working?

- Teamwork involves people or groups of people which are investing their abilities and sharing duties with the scope of achieving the same goal.



<https://faberinfinit.com/help-your-team-to-do-more-without-burning-out/>

- In the Business environment, teamwork is a valuable asset, allowing people to bring ideas, to motivate each other, to share aspirations and to succeed.

What Are the Benefits of Teamwork in Business?

1. Improves Morale by Promoting a Sense of Belonging to a Group

- This is one of the main psychological effects on the people that are working as a part of a team. As everyone is contributing to a common goal (deadline, sale, project) the members are also given a sense of recognition and it can make them feel more proud by their job/company.



<https://www.meetmethereevents.com/Where-The-Buzz-is/6260592>

What Are the Benefits of Teamwork in Business?



<https://www.yourdigitalcenter.com/how-much-do-you-know-about-business-trusts/>

2. Builds Trust and Enhance Connections

- In workplaces where collaboration isn't compatible, building groups support to create a more substantial connection between workers and gives them a constructive competition taste.
- When a conflict occurs, the team must resolve the problem and determine the opposing views; thus, communicating in an effective way is, in most of the cases, the best approach to stop a conflict.

3. Induces Flexibility to the Organisation

- Collaboration can support businesses to be more adaptable. By bringing together employees with different abilities, strategies and ideas, problems can be revised and solved easier.
- The idea stands that more brains are better than one.
- As people may see different aspects of an issue in different ways, brain-storming it's a vital action in determining a solution or improving services in an organisation.



https://www.123rf.com/photo_7312880_a-brainstorm-session-concept-as-a-abstract.html

4. Nourishes Creativity and Innovation

Teamwork is an excellent opportunity to learn and develop new skills.

It is based on the fact that different people have different abilities which can be learned and thought. By involving different points of view, it can increase the creativity and innovation of a working group, leading to original ideas and innovation projects.

Leading a team can be difficult, stressful, but coming out of the comfort zone can be a great way to develop students or employees leadership skills.



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Stages of team development

By- Farzana sharmin (1917402)

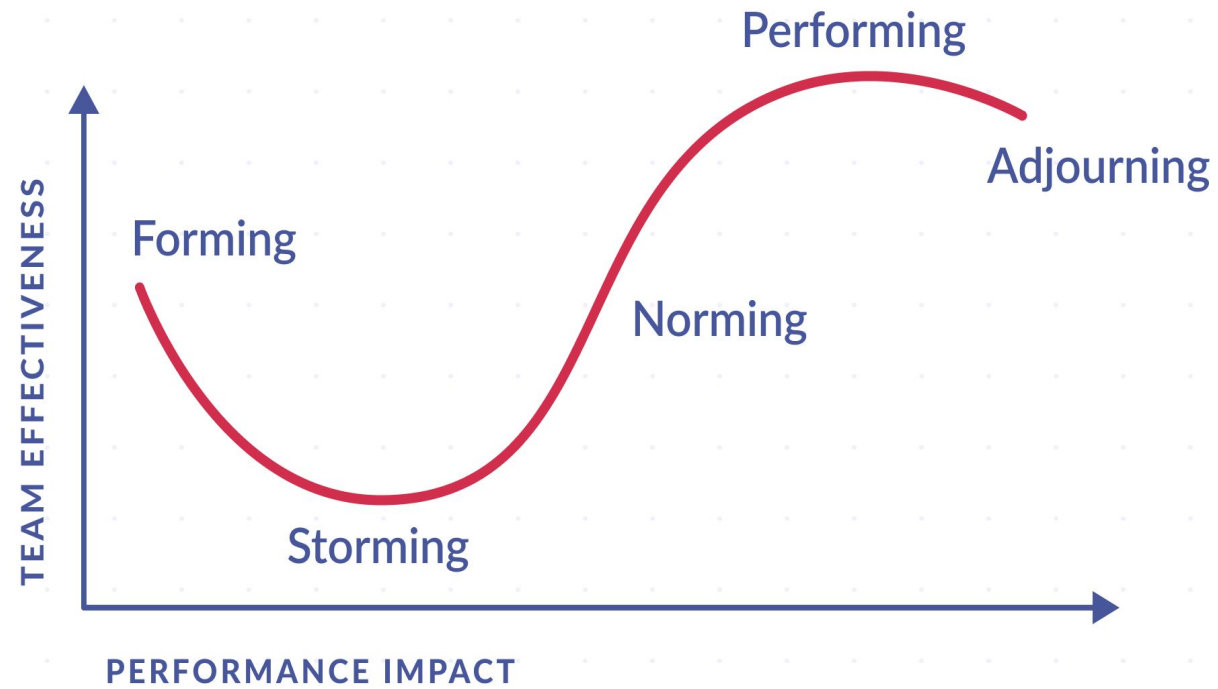
Effective team and communication skills

Teams go through stages of development ,each stage of team development has depends their feelings ,understand and behaviour . the people in the team must be able to work together to contribute collectively to team outcomes.

But this does not happen automatically, that's why we need to make a team

in this presentation we made a team with five members and we open a new business .so I am talking about stages of team development . When we work together we probably had an experience how to work with team .

“This process of learning to work together effectively is known as team development”. Research has shown that teams go through some stages during development. Bruce Wayne Tuckman was an American Psychological Researcher who carried out his research into the theory of group dynamics. In 1965, he published a theory known as "Tuckman's stages of group development ..there are five team stages development .



Bruce Tuckman

Professor Emeritus of
Educational Psychology at
the [Ohio State University](https://www.ohio-state.edu/)

1. Forming

- Team members meet first time .we Introduced each others
- Demonstrate our feelings to go through as a team
- Describe the task .
- Understood and ready to work

2. Storming

- This is a difficult time for all.
- Team members are more concerned with the impression we are making than the project in hand;
- wanting to be respected, battling with feelings of inadequacy, wondering who will support or undermine them,

3 . Norming stage

- conflict is resolved.
- consensus develops around who the leader, and individual member's roles
- Co operate each other .
- Team performance increases during this stage as members learn to cooperate and begin to focus on team goals.

4. Performing stage

- consensus and cooperation have been well-established and the team is mature, organized, and well-functioning.
- There is a clear and stable structure.
- Problems and conflicts still emerge, on problem solving and meeting team goals.

5. Adjourning stage

- In the adjourning stage, most of the team's goals have been complete.
- The emphasis is on wrapping up final tasks and documenting the effort and results.

TEAM ROLES / LEADERSHIP ROLES

Ioannis Nikiforos – 1915954

TEAM ROLES / LEADERSHIP ROLES

Meredith Beldin in 1981 developed a theory about team roles. According to that theory, there can be at least 9 different types of roles, that can be found in a team. These roles are defined, based on strengths and weaknesses in each member's character and professional skills. He explains team roles as “a tendency to behave, contribute and interrelate with others in a particular way” (www.ifm.eng.cam.ac.uk) .

“There are 3 action oriented roles - Shaper, Implementer and Completer Finisher; 3 people oriented roles - Co-ordinator, Teamworker and Resource Investigator and 3 cerebral roles - Plant, Monitor Evaluator and Specialist. ”
(www.ifm.eng.cam.ac.uk/research/dmg/tools-and-techniques/belbins-team-role)

TEAM ROLES / LEADERSHIP ROLES

Action oriented roles

1. The Sharper

Strengths:

- Challenging, dynamic, thrives on pressure.
- The drive and courage to overcome **obstacles**.

Weaknesses:

- Prone to provocations.
- Offends people's feelings.

2. Implementer

Strengths:

- Disciplined, reliable, conservative and efficient.
- Turns ideas into practical actions.

Weaknesses:

- Somewhat Inflexible.
- Slow to respond in new possibilities.

3. Completer, finisher

Strengths:

- Painstaking, conscientious, anxious.
- Searches out errors and omissions.
- Delivers on time

Weaknesses:

- Inclined to worry unduly.
- Reluctant to delegate.'

(www.ifm.eng.cam.ac.uk/research/dmg/tools-and-techniques/belbins-team-role)

TEAM ROLES / LEADERSHIP ROLES

People oriented roles

1. Co-Ordinator, Chairman

Strengths:

- Mature, confident, a good chairperson.
- Clarifies goals, promotes decision – making, delegates well.

Weaknesses:

- Can often be seen as manipulative.
- Offloads personal work.

2. Team worker

Strengths:

- Co-operative, mild, perceptive and diplomatic.
- Listens, builds, averts friction.

Weaknesses:

- Indecisive in crunch situations.

3. Resource investigator.

Strengths:

- Extrovert, enthusiastic, communicative.
- Explores opportunities.
- Develops contacts.

Weaknesses:

- Over – optimistic.
- Loses interest once initial enthusiasm has passed.

(www.ifm.eng.cam.ac.uk/research/dmg/tools-and-techniques/belbins-team-role)

TEAM ROLES / LEADERSHIP ROLES

Cerebral roles

1. Plant

Strengths:

- Creative, imaginative, unorthodox.
- Solves difficult problems.

Weaknesses:

- Ignores incidentals.
- Too pre-occupied to communicate effectively.

2. Monitor evaluator

Strengths:

- Sober, strategic and discerning.
- Sees all options.
- Judges accurately.

Weaknesses:

- Lacks drive and ability to inspire others.

3. Specialist

Strengths:

- Single – minded, self – starting, dedicated.
- Provides skills and knowledge in rare supply.

Weaknesses:

- Contributes only on a narrow front.
- Dwells in technicalities.

(www.ifm.eng.cam.ac.uk/research/dmg/tools-and-techniques/elbins-team-role)

TEAM ROLES / LEADERSHIP ROLES

Leadership roles

When it comes to leadership there are some “traps” every business is asked to avoid. From time to time, different types of leadership have been found around the world. The differences between them sometimes depend, even on the background and culture of each country.

What we call nowadays “Situational Leadership model”, was first met in 1969. Although it was known as “Life cycle theory of life”. During early 1980s Hersey and Blanchard, both individually updated the theory, by their own scope. As a theory explains that no leadership style, is actually better than another. In fact leaders are needed to adjust their strategy, according to their followers and the skills everyone shows. “ Under the model, successful leadership is both task-relevant and relationship-relevant.”

(www.investopedia.com/terms/h/hersey-and-blanchard-model.asp)

TEAM ROLES / LEADERSHIP ROLES

Leadership roles

- “Hersey-Blanchard Model and Leadership Styles. Hersey and Blanchard came up with four different types of leadership styles based on the task and relationships that leaders experience in the workplace. According to the model, the following are styles of leadership managers can use:
- **Delegating style:** A low-task, low-relationship style wherein the leader allows the group to take responsibility for task decisions. This is best used with high maturity followers.
- **Participating style:** A low-task, high-relationship style that emphasizes shared ideas and decisions. Managers using the participating style tend to use it with moderate followers who are not only experienced but with those who aren't as confident to do the tasks assigned.
- **Selling style:** Refers to a high-task, high-relationship style, in which the leader attempts to sell his ideas to the group by explaining task directions in a persuasive manner. This, too, is used with moderate followers. Unlike the previous style, these followers have the ability but are unwilling to do the job.
- **Telling style:** Refers a high-task, low-relationship style wherein the leader gives explicit directions and supervises work closely. This style is geared toward low maturity followers.”

(www.investopedia.com/terms/h/hersey-and-blanchard-model.asp)

STRATEGIES FOR MANAGING CONFLICTS

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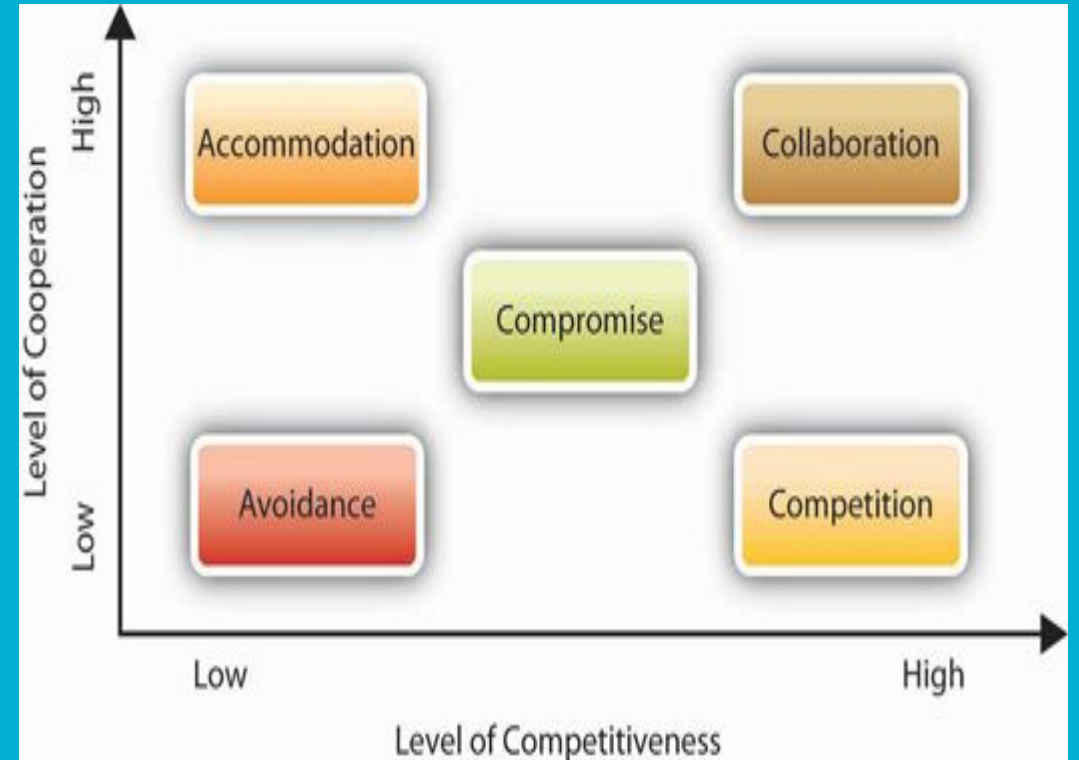
STRATEGIES FOR MANAGING CONFLICTS

Competition:

Through this strategy, the manager of InfoTrade will focus on the organizational interest-only ignoring all the interests of the employees.

Avoiding:

According to this strategy, to solve a conflict InfoTrade will have to sacrifice both the concerns of the organizations and the employees.



Collaborative:

This is the strategy that InfoTrade tries to follow every time because through applying this strategy both the concerns of the organization and concerns of the employees get protected and established.

Accommodation:

This strategy is modest but cooperative because according to his strategy InfoTrade will implement the concerns of the others ignoring its interests and benefits.

Compromising:

In this conflict management strategy, both the interest or concern of the organization and the employees will be partially covered (Gregory, 2018).

RECOMMENDATIONS

Delegate responsibility:

The team leader will have to maintain a balance of authority and responsibility (Gregory, 2018). According to job authority tasks should be delegated among the team members equally.

Communicate efficiently:

The team leader will have to establish easy and swift communication with all the employees (Colenso, 2016). The team leaders of InfoTrade must use a flat organizational structure to communicate efficiently.

Knowledge of strengths and weakness:

InfoTrade needs to have a proper understanding of the strengths and weaknesses of the employees, and according to that roles and responsibilities should be delegated among them.

Setting a good example:

The managers will have to set good examples by working hard and by giving recognition to other employees for their work efficiency (Johnson, 2019).

Increments and benefits:

InfoTrade will have to give proper monetary and non-monetary benefits to the employees to make them satisfied to work harder.

Work flexibility:

InfoTrade will have to ensure the facility of work at home which will ensure work flexibility to the employees.

Appropriate leadership style:

InfoTrade will have to use a democratic or coach style leadership style to lead and direct employees in the right direction to reach goals on time.

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