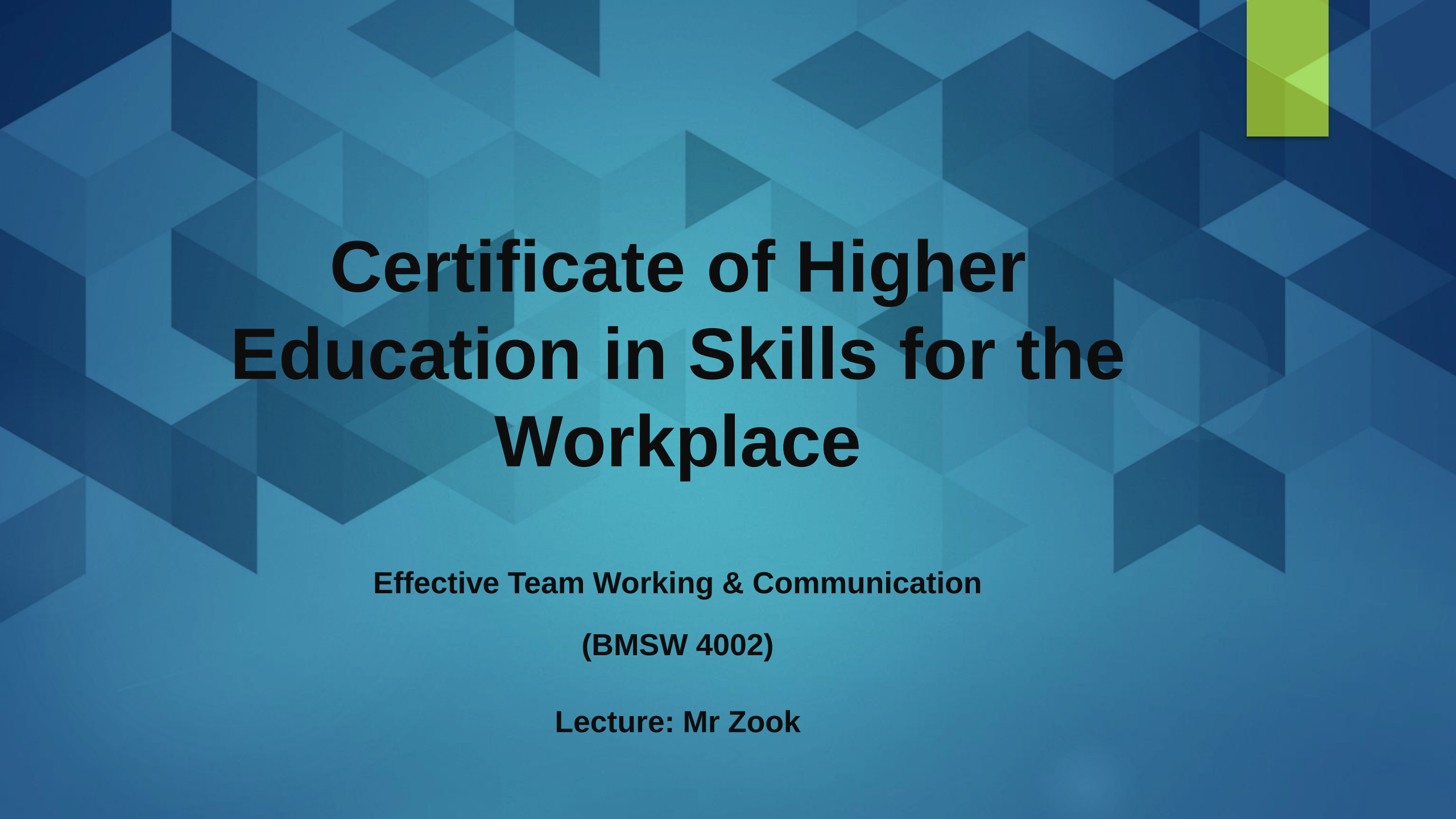




Certificate of Higher Education in Skills for the Workplace

Effective Team Working & Communication

(BMSW 4002)

Lecture: Mr Zook

Effective Team Working & Communication

Assessment 2 (Group Presentation)

Scenario Hospital

Benefits of Team Working
Dora Correia - 2024844

Stages of Team Development
Dora/Esther/Linda/Victoria

Team Roles
Esther Efe Gomugor - 2022275

Managing Conflit
Linda Dufie Gyamfi - 2009287

Successful Team Development
Victoria Fantodji - 2024740



Benefits of Team Working

Dora Correia - 2024844

Benefits of Team Working

Team is a group of people who perform specific tasks related to common goals

(Maund et al 2017). "The sense of team is the shared commitment to a purpose that members can believe in. The groups would act as individuals without it; with it become a powerful unit of collective performance.

"The essence of a team is shared commitment. Without it groups perform as individuals; with it they become a powerful unit of collective performance (Katzenbach and Smith (2005 p.3) quoted in Maund et al (2017) p.4)

BENEFITS OF TEAM WORKING

INCREASED CREATIVITY AND LEARNING

The biggest benefit of team working in any organization is sharing ideas and opinions, the members of the organization can explore different ideas and solutions to the problems through creative means.

TEAM WORKING BUILDS TRUST

Trusting a team member creates a bond and gives confidence, that makes it easier to sort out solutions to different problems that might arise.

TEAMWORK INCREASES WORK-FLOW SPEED

When people can see that colleagues are team members and not a competition, they will be able to share ideas and resources that will ensure the main goals and objectives.



BENEFITS OF TEAM WORKING

PATIENT SAFETY



QUALITY OF CARE



TIME MANAGEMENT



BENEFITS OF TEAM WORKING HEALTHCARE

FLEXIBILITY

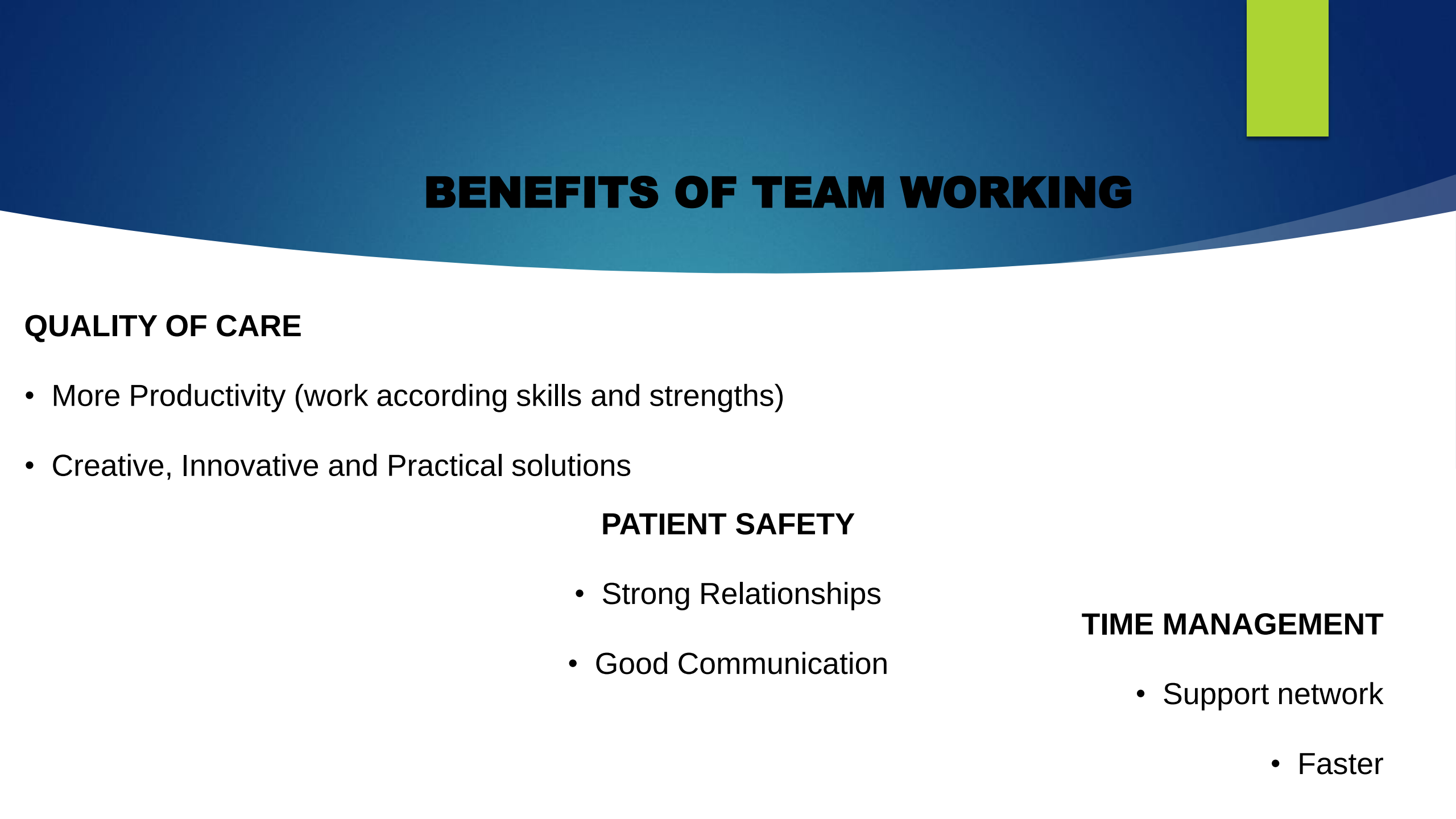


NEW SKILLS



SYNERGY





BENEFITS OF TEAM WORKING

QUALITY OF CARE

- More Productivity (work according skills and strengths)
- Creative, Innovative and Practical solutions

PATIENT SAFETY

- Strong Relationships
- Good Communication

TIME MANAGEMENT

- Support network
- Faster

BENEFITS OF TEAM WORKING



SYNERGY

- Shared Goals
- Encouragement

NEW SKILLS

- Learn and Expand Knowledge

FLEXIBILITY

- Work Schedule
- Improve Productivity



Stages of Team Development Dora/Linda/Esther/Victoria

5 Stages of Team Development



Image source: (Council, 2021)

In 1965 Bruce Tuckman developed stages to team development

- Forming
- Storming
- Norming
- Performing
- Adjourning



5 Stages of Team Development



Image source: (Group Behavior | Introduction to Psychology, 2021)

Forming

- Introductions
- Roles established
- Goal forming
- Ground rules / Boundaries set
- Requiring Guidance from leader

5 Stages of Team Development



Image source: (Team Building Meeting Plan, 2021)

Storming

- Different ideas
- Confrontations
- Conflicts
- Problem solving

5 Stages of Team Development

Norming

- Clearer roles
- Effective communication
- Working towards same goal
- Skills development
- Active listening



Image source: (Team Building Meeting Plan, 2021)

5 Stages of Team Development



Performing

- Co-operation
- Problem solving
- Ready to accomplish tasks
- Team performance

Image source: (Great teamwork begins with an R - Change Factory, 2021)

5 Stages of Team Development



Image source: (Adjourning Ritual, 2021)

Adjourning

- Completion of project
- Celebrations
- End of group



Team Roles

Esther Efe Gomugor - 2022275

Team Roles

What is Team Role?

According to Dr. Meredith Belin, Team role refers to the way of behaving, interacting and contributing with others in a specific way (Partington & Harris, 2019).



Team Roles

Why Is It Necessary To Recognize One's Roles and Responsibilities?

- Everybody Knows Roles and Responsibilities Clearly.
- Everything Gets Done Properly (Zaccaro, Heinen & Shuffler, 2008)
- Everyone Tries To Cooperate
- Communication Is Improved.

Team Roles

Belbin's 8 Team Roles

- Coordinator
- Plant (Fisher, Hunter & Macrosson, 2018)
- Resource Investigator
- Shaper
- Specialist
- Implementer
- Monitor (Prichard & Stanton, 2012)
- Team Worker
- Completer

Team Roles

Is Belbin's Theory Useful?

- Helps to Develops Strengths
- Helps to Manage Weakness
- Increase Productivity
- Reduces Conflict (Aritzeta, Swailes & Senor, 2007)
- Increases Team Performance





Managing Conflict

Linda Dufie Gyamfi - 2009287

Managing Conflict



What is Management Conflict?

Conflict management is the management of conflict fairly, sensibly and efficiently (Vliert, 2018).

Managing Conflict



polaris-learning.com/wp-content/uploads/2020/06/83-838471_clip-art-conflict-resolution-clipart-conflict-management

The Importance of Management Conflict

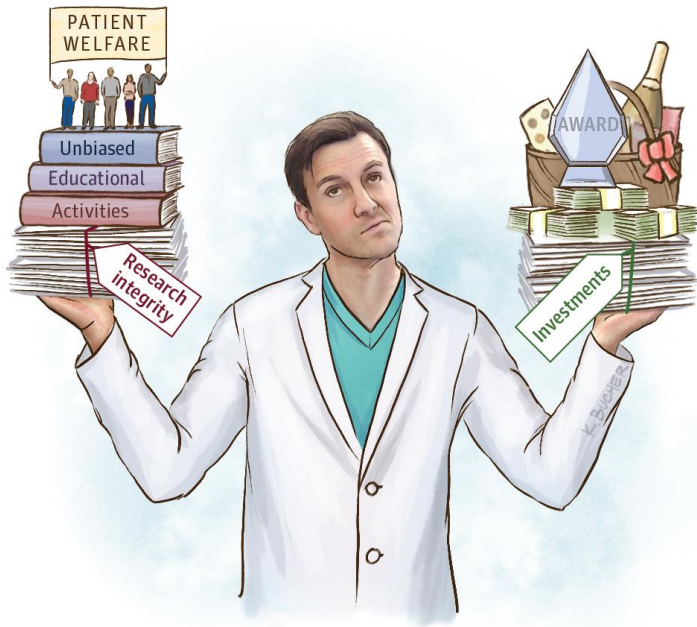
- Reduce Cost
- Increase Efficiency
- Retains Top Performance
- Manages Risk (Himes, 2008)
- Builds Good Relationship

Managing Conflict

Sources of Conflict

- Lack of Clarification and Communication Problems
- Poor Process and Lack of Resources (Madina & Others, 2005)
- Personality Clash

Managing Conflict



The Ways of Management Conflict

- Competition
- Collaboration (Tiosyold, 2010)
- Compromise
- Avoidance
- Accommodation



Successful Team Development

Victoria Fantodji - 2024740

SUCCESSFUL TEAM DEVELOPMENT

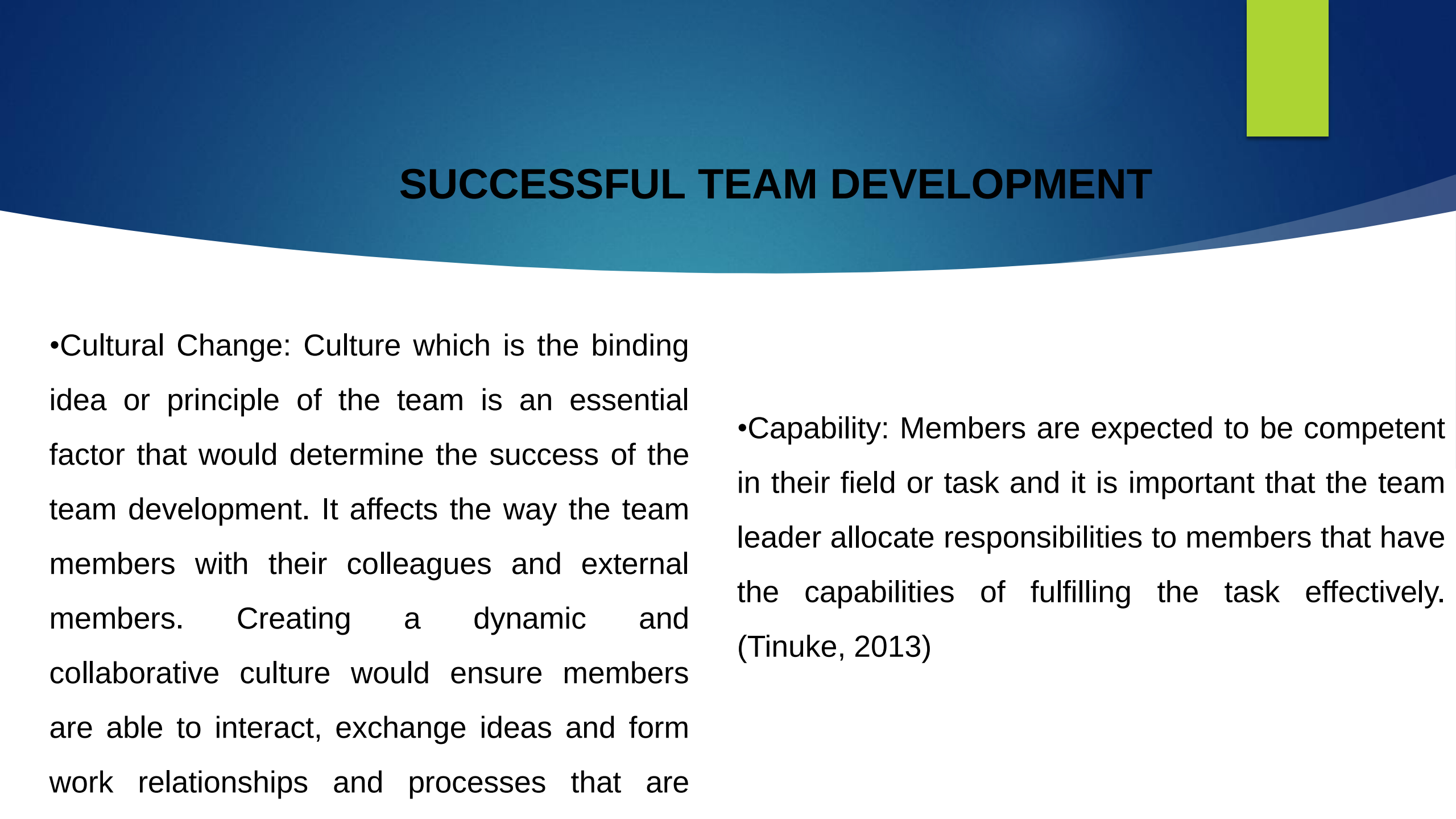
- Clarity of expectations and objectives: All expectations must be clearly stated, and this must be clearly understood by team members who must also understand the reason for the creation of the team.



SUCCESSFUL TEAM DEVELOPMENT

► Communication: Effective team building involves clarity about the priority of team member's tasks with an established method for the teams for feedback.

► Responsibility and Accountability: Rewards and recognition must be given when teams are successful with reasonable risk members fear reprisal respected and encouraged in the organization rather than team



SUCCESSFUL TEAM DEVELOPMENT

- Cultural Change: Culture which is the binding idea or principle of the team is an essential factor that would determine the success of the team development. It affects the way the team members with their colleagues and external members. Creating a dynamic and collaborative culture would ensure members are able to interact, exchange ideas and form work relationships and processes that are

- Capability: Members are expected to be competent in their field or task and it is important that the team leader allocate responsibilities to members that have the capabilities of fulfilling the task effectively. (Tinuke, 2013)

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