



EFFECTIVE TEAM WORKING & COMMUNICATION

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BENEFITS OF TEAM WORKING

GABRIELA
ONOIU



1. Working as a team boosts productivity.

It is a well-known fact that working in a team helps boost business productivity. Sharing the workload, generating different new ideas, improving customer service - all of these make team working one of the most important things in a business.

2. Idea generation

We all know that two heads are better than one. Working with a team can definitely help create new wonderful ideas through team discussions and brainstorming.



3. Share the workload



It is by far one of the biggest advantages of working in a team. The team leader can share the workload between the team members depending on their knowledge, their skills and their willingness to take a certain task.



4. It improves customer service

- People working together as a whole can result in better customer service.



STAGES OF TEAM DEVELOPMENT

CRISTIAN OPRIS



Tuckman created the linear model of group development in his work "Development sequence in small groups" written in 1965.

He believed that in order to achieve a concise and united group we must go through the following stages:

1. Forming
2. Storming
3. Norming
4. Performing
5. Adjourning

In the following presentation I will be talking briefly about each one.

1. Forming

- The first stage of development is based on the team members meeting each other and getting comfortable with their team members.
- People in this stage will look to their team leader for support and guidance.
- Team members collect information about their co-workers and get to know them on a professional but also in a personal way.
- This is the stage where bonds between members will be created, conflicts in ideas will be discussed and resolved.
- It's also the stage where tasks are assigned to each member and goals are being established.

2. Storming

- The second stage of development is based on the team members competing with each other and also the rise of conflicts within the team.
- It is one of the most difficult stages in the development of a team. It's the time when individual personalities will clash which will affect the team performance.
- Conflicts will revolve around leadership, structure, authority and power.
- Due to the discomfort that arises during this stage some members will quiet down while others will fight to dominate.

3. Norming

- Once the team manages to move past the second stage, they should now be able to work together with only one goal: Achieving their goal!
- Interpersonal relationships are now based on a feeling of cohesion.
- Team members communicate their ideas, thoughts and feelings with the group.
- A feeling of belonging is achieved.
- Team member interactions are based on a genuine feeling of friendship, sincerity and gratefulness for belonging to a group.

4. Performing

- Not all teams make it to this stage
- Once this stage is achieved the group is able to perform outstandingly.
- Productivity is increased
- Quality of the work produced is much higher.
- This has now become a united group with a shared identity and a high sense of loyalty.

5. Adjourning

- Goal has been reached!
- Final documentation is submitted, and final decisions made.
- In some cases, the team might be disbanded, and most members reassigned to different teams.



TEAM ROLES IN EFFECTIVE TEAMWORK

ACTION ORIENTED ROLES

➤ Shaper (SH)

- Shapers are those who make it difficult for the team to improve. They are dynamic people who usually like to stimulate others, challenge standards, and find the right solutions to problems.
- The Shaper is the one that moves things so the team is not apathetic and considers all possibilities into consideration.
- Shapers often see challenges as fun tasks and prefer to have the confidence to move ahead if someone tries to slow down.
- They may be attempting to compete and insult people's feelings their potential weaknesses (Dyer Jr, Dyer and Dyer, 2013).

➤ Implementer (IMP)

- The person who does things is the implementer. Through suggestions and ideas of the group, they take appropriate steps and prepare.
- They are typically conventional, organised, formal, effective and fully functional.
- People may depend on these individuals to do the work.
- On the contrary, implementers can be restrictive and impervious to alteration (Salas, Tannenbaum and Cohen, 2013).

Continue..

➤ Completer-Finisher (CF)

- Complete finishers are those that ensure that tasks are finished completely.
- They ensure that mistakes or factual errors are present and also that the least details are taken good care of.
- They become interested in schedules and the manager is obliged to ensure the work is completed on time.
- They are defined as effective, mindful and fearful overachievers.
- However, it can be very challenging for a complete finisher to delegate in shame (Dyer Jr, Dyer and Dyer, 2013).

PEOPLE ORIENTED ROLES

➤ Coordinator (CO)

- They are the coordinators who assume the traditionally leadership position in the squad and who are also called chairmen. They drive the team to what it recognises as the target.
- They are also good listeners and will therefore appreciate the interest each team member have.
- They are calm, friendly and very effective in tasks allocation.
- A potential weaknesses are that they can delegate over-related and manipulative personal responsibility (Butterfield, 2010).

➤ Team Worker (TW)

- Team workers are the ones who help the team and ensure they operate together effectively.
- These people play a role in the team as leaders and are creative, diplomatic and visual.
- These members tend to be popular and are able to support and encourage the team's harmony.
- They can be weak, and during discussions even decision-making, they may stay under-

confident and hold incorruptible positions (Zimmerman, Roussin and Garmston, 2019)

PEOPLE ORIENTED ROLES

➤ Resource Investigator (RI)

- Innovative and curious are resource investigators. They evaluate the necessary solutions, establish relationships and negotiate resources on behalf of the team.
- They are committed team members who identify and collaborate on their goals with other members.
- They are outstanding and always outgoing, so many people are also open to them and appreciate their ideas.
- At the other side, they lack interest quickly and are always too optimistic (Zimmerman, Roussin and Garmston, 2019).

THOUGHT ORIENTED ROLES

➤ Plant (PL)

- The plant has developed new methods and ideas as a creative visionary.
- They prosper in dedication, but they are difficult to disapprove. Plants are mostly introverted and the team prefers working individually. And they are often totally ineffective because their ideas are too innovative.
- These also might be poor communicators who tend to overlook certain limitations and criteria.
- They create original approaches and ideas that help the team solve or overcome problems (Belbin, 2012).

THOUGHT ORIENTED ROLES

➤ Monitor-Evaluator (ME)

- Monitor evaluators are best qualified to examine and analyse ideas produced by other people (often plants).
- These people are intelligent and analytical and consider the advantages and disadvantages of all choices before they decide.
- Monitor evaluators are logical thinking, so their approach is very strategic.
- Sometimes they can be considered detached or devoid of emotion. They are also bad motivating factors that react not instigate and respond to things (West, 2012).

➤ Specialist (SP)

- Specialists are people with specialist knowledge to accomplish the work.
- They are confident of their talents and knowledge and work to maintain their reputation.
- Their role in the team is to be a consultant and to communicate in your knowledge extensively



Managing Conflict

- Natalia Anton



Managing conflict in a Team

- Conflict can originate in what is divide us. (Doherty, 2008)
- To solve the conflict we have always three options (Varney.,1989)
- To made a team operate more effectively the negativity of the conflict is what often they needed.
- (Managing Conflict PPT1)



Managing Conflict

Depending of the situation we can use one of the appropriate style to manage conflict functionally. (Rahim, 2009)

Compromising style is one of the preferable style for one café like ours where everyone are equal .



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5. SUCCESSFUL TEAM DEVELOPMENT

Diana A Postolache



TEAM DEVELOPMENT

1.

- "Coming together is a beginning. Keeping together is progress. Working together is success." --*Henry Ford*

WHY DEVELOP TEAM WORK?

- *Helps with business growth and
- *Increase of productivity, quality of work and employee satisfaction
- *Easier information flow as well as creating a healthy debate environment
- *Combination and variety of skills
- *Team members work together as a whole, have an open approach and they are devoted to a common goal



HOW TO MAKE A TEAM SUCCESSFUL?

- Communication is KEY
- Team members must be MOTIVATED
- Team members must TRUST each other.
- We must use all available SKILLS and KNOWLEDGE
- Every successful team has a TEAM LEADER
- The team members RESPECT and SUPPORT each other
- Equal share of COMMITMENT and RESPONSIBILITY from each member of the team.



HOW TO CREATE A HIGH-PERFORMANCE TEAM?

- Create your team with people from different departments/professions
- Assign each member a specific role according to his abilities/skills
- Establish a common purpose
- Set a clear and achievable goal
- Try to assess the number of people you will need for your team.



CONCLUSIONS

- Creating a high-performance team will increase the performance of the business.
- It will create interpersonal relationships within your employees, and it will help increase their loyalty towards the business.
- Having a clear understanding on how to create and manage a team will ultimately benefit the profit, performance and overall business.





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