

- Assignment section: Task 1

Effective Team Working and Communication

- Module code: BMSW 4002

Rimsha Maryam Ijaz

16th October 2021

Table of content

Abstract	3
Introduction	3
Development of an effective team	3
Open communication	3
Establishing ground rules	4
Developing trust	4
Impact of effective team work	5
Barriers to effective team work	5
Barriers to effective team work	6
Conclusion	7
Reference	8

Abstract:

Any organisation whether its social care, healthcare system or corporate office. Teamwork is a very important factor for them. A diverse team can have numerous benefits but there are certain barriers that need to be removed to reach the next level. Steps such as open communication, establishing certain ground rules and trust development are required to develop a competent team. A coordinated team has 20-25% more engagement and increased productivity. There are several roles that are needed in a team such as shapers, implementers, finishers and coordinators. Each role has its own significance.

Introduction:

Teamwork is very important when it comes to any organisation or business. Every department needs to affect the team working in their sector to cohesively work their way through the top. A competent teamwork is identified as most significant factor for developing more effective work system all around the world. A team is described as set of people who works and interacts for a common goal. A team is called effective team when there is open communication between each member and there is decision-making and problem-solving approach of every member towards the same goal. A good team is defined by its cohesiveness of observations that serves for the greater good. The reason behind organisational success is competent teamwork whether its small businesses or large companies. However, teamwork can be comprised if there are differences between employees such as racial, language, ethnicity etc and it ends up compromising the whole setup at work. It has drastic consequences especially in health care system. In this report I will discuss how a social care organisation can improve their diverse employees's teamwork.

Development of an effective team:

Developing an effective team can be a challenging task especially when there is diversity at the workplace. Good teamwork is achieved if every member is dedicated and communicates properly. However, developing the team needs everyone's efforts and hard-work. A single person can play their role and lead to the success of the team. Every person's input is very important. Here are some ways a strong and good diverse team can be built:

Open communication

The first and most significant step required in building a competent diverse team at social care is to develop open communication between each member. Open communication is established in a team when members start to confront

each other on the spot, this helps in solving the work problems right away. In social care set up, patients are the number one priority. If there is no open communication between members that will compromise unity and eventually patients care. Open communication will help resolve conflicts between team members in a respectful manner. By encouraging communication amongst the group will make the tasks easy and quick as open communication motivates crew members to present their concerns, ideas and efforts and sort the quarrel out more quickly. It also helps bring their belief up among team members and encourage relations that will finally raise the team's effectiveness to higher levels.

Open communication can be achieved in diverse team by

- Employees getting to know each other personally
- Respecting all the members ethnicity and background
- Being comfortable around each member

Establishing ground rules

When it comes to developing an effectively diverse team, there needs to be some ground rules that will help discipline the teamwork. The first rule that a team at a social workplace should have is respect. If all the employees have respect for each other, it will have a creative positive impact in the workplace. This will help arguments and everyone will follow egalitarianism. No one would feel discriminated against and inferior.

The second rule that a team should follow is being time efficient, if everyone gets to meetings on time and gets all the work done. This will develop harmony among members. Another rule that an employer should be following while handling a team is acknowledgement. Everyone's opinion should be listened to and everyone should be appreciated for their hard work and efforts. This creates a sense of satisfaction in employees. A diverse team can lead a workplace to the top because everyone comes from different experiences and their unique approach can be really helpful.

Developing trust

When you need your diverse team to work effectively and not have any differences between members, trust is the strong base that it should rely on. If trust is established between team members, they will be able to rely on each other openly and without hesitation. Sense of trust makes each member work more efficiently because they start to rely on assessment and knowledge of other members.

Things are complicated in the social care setting, you have to take care of people into account which cannot be compromised. This is the reason each employee needs to put their personal values and work in harmony to provide the best possible care for people. Moreover, for trust to be established among team members, everyone should be treated equally and their voice should be

heard so a team is directed on a discipline track. Strong teams perceive that faith is an important component of effective teamwork and sequence building a high level of believing the team members in their abilities.

Impact of effective team work:

Team cohesiveness makes reference to a team's ability to construct constructive work as a whole towards a common goal. It also means that the team's individual members want to put up to the team's ability to work well with one another.

Strong sense of "we": People who are part of a cohesive team are ready to set aside their specific wants and necessities to keep up the wider and a bigger "we" of the group. If a diverse team is developed and working effectively, it can benefit the organisation in many ways and leaves a positive impact on every employee. An effective team whose members are connected with one another have productivity increased upto 20-25% (ExpertMarket, 2021)

A diverse team means different perspectives from everyone, this in turn increases innovative approach in the workplace. A collaborative workplace develops successful innovations by 15%. (PGI, 2020). Innovation plays a major role in customer satisfaction. They tend to get impressed by different people with fresh approaches. A survey concluded that two thirds of managers who were hiring employees said diversity was an important factor for them (Glassdoor). A diverse team opens the door to many significant things, it not only increases work productivity and job satisfaction but makes an organisation look ambitious and attractive. A team with developed trust between members has 76% more engagement rate and 40% less burnout (HBR 2017). Moreover, an organisation with a culturally diverse setup allures more talented professionals to apply for the company. Since working in a diverse team can be challenging, it makes employees more productive. Working in a team like this have better work outcomes (David Rock, 2016).

Barriers to effective team work

Creating a team is a long and hard process. It needs the efforts and willingness of every member equally. There are certain barriers that can compromise work harmony especially in a set up where there is diversity of people. The assumed and created differences between them leads to poor collaboration at the workplace.

These differences are seen in every setup such as social care too.

The most common barriers for competent collaboration at workplace are

- Different mindsets**

A diverse team has people of every background. When put together all kinds of people in one place, It is obvious that they would have different mindsets and approach towards things. This can lead to conflict and biased behaviour. These differences can be very challenging as it is not easy to get rid of them, it needs a long and hardening process of team building.

It is possible that there's always a positive outcome out of conflict, it can turn into personal attacks that can interfere with work creativity. (Keith Sawyer)

This becomes the most crucial barrier for effective diverse teamwork because it's very important for productivity. Different mindsets of people need to have a positive impact rather than creating differences and conflicts.

- Language and cultural differences**

In a diverse team, there can be underlying issues that can act as barriers for effective teamwork and competent collaboration. Every culture has a unique approach towards work and the authority and time that comes with it. Each person can feel differently in an organisation. (Richard Koonce). Everyone feels personal to their cultural norms and when team members fail to understand these, It becomes a barrier to effective teamwork.

Since language is not that big of a barrier for a diverse team because of common language being spoken at the workplace, some lingual slangs and accent can create differences. For example It is not easy for an Indian employee working in the UK to set up and understand every phrase.

- Lack of collaboration skills**

When there needs to be a diverse team developed, the most important skills that are required in each member is collaboration skills. Team credibility will be compromised if there are not any team building skills in people whether it's diverse or not. If employees are having miscommunication, it costs more than 100 companies about 420,000 dollars annually (ExpertMarket, 2021). Whole organisation falls apart if people are not collaborating and working as one unit. According to a report, 86% of workers refer to lack of team building skills or poor communications as the main reason for workplace failure (Salesforce, 2017).

Types of role needed for cohesive team:

Every team has different members based on their roles. These roles were developed by research based on individuals' behaviour they play in the team. Every role has its own significance and helps the team lead to success.

Shaper:

In a team, the shaper role is carried out by the ones who are energetic and enjoy challenges. More willing than quit when are faced with dares and provocations. Shapers maintain a positive mental attitude and try to find better ways to defeat the challenges faced by the team. Shapers are extroverts and are composed of good communication skills and work towards encouraging other members of the team.

Supervisors are glimpsed as having owned the customary team role. They are mature and confident enough and have better listening skills. They conduct the performances of the crew to what they identify to be the team's obligations.

Implementer

In an effective team, one of the roles that plays a significant part carrying out processes are implementers. Individuals who play the role of implementers are time punctual and get all the tasks done. They stay very organised and disciplined. They are very efficient and turn ideas into action and implement plans in a competent manner. However, they are slow to change and new possibilities but can have an optimistic approach towards them.

Completer

Completers or finishers are roles of people in a team who are perfectionists and go into detail to identify any anomalies. They always stay ready for problems and challenges. They complete the work before deadlines. Competitors tend to share their workload with others. They polish the work and make it error free.

Coordinator

Coordinators of the team glue all members of the team. They act maturely and have great listening power. Coordinators tend to clear out the goals and become guides for team activities and tasks. However, their friendly nature can be manipulative sometimes in the perception of completing goals.

Conclusion

In conclusion, developing an effective team in a diverse environment can be challenging but it takes necessary steps to resolve conflict and barriers. An organisation can overcome cultural and language differences and can have better teamwork. The lack of collaboration and trust will increase problems for the institute. Hence, it is very important for social care to have coordination and good collaboration between their

employees to have a positive impact on the institute's overall performance and provide the best care for its customers.

Bibliography

- Rozkwitalska, M. and Basinska, B.A., 2015. Job satisfaction in the multicultural environment of multinational corporations: Using the positive approach to empower organizational success. *Baltic Journal of Management*.
- Jackson, K.T., Burgess, S., Toms, F. and Cuthbertson, E.L., 2018. Community engagement: Using feedback loops to empower residents and influence systemic change in culturally diverse communities. *Global Journal of Community Psychology Practice*, 9(2), pp.1-21.
- Homan, A.C. and Greer, L.L., 2013. Considering diversity: The positive effects of considerate leadership in diverse teams. *Group Processes & Intergroup Relations*, 16(1), pp.105-125.
- Edmondson, A.C. and Roloff, K.S., 2008. Overcoming barriers to collaboration: Psychological safety and learning in diverse teams. In *Team effectiveness in complex organizations* (pp. 217-242). Routledge.
- Othman, M., Cormier, M., Barnes, G.D., Comer, S.P., Connors, J.M., Denorme, F., Khorana, A.A., Las Casas, P.H., Morla, S., Muia, J. and Ní Áinle, F., 2021. Harnessing Twitter to empower scientific engagement and communication: The ISTH 2020 virtual congress experience. *Research and Practice in Thrombosis and Haemostasis*, 5(2), pp.253-260.
- Hoske, M.T., 2016. Engineer, inspire, empower, lead: leaders in automation and control engineering need to focus their time, about four to one, on leadership, rather than management because of a long-standing bias toward managing. Online, see more tips, benefits, and examples of why agile leadership tops traditional management. *Control Engineering*, 63(11), pp.8-9.
- Butchibabu, A., Sparano-Huiban, C., Sonenberg, L. and Shah, J., 2016. Implicit coordination strategies for effective team communication. *Human factors*, 58(4), pp.595-610.
- Sullivan, P. and Feltz, D.L., 2003. The preliminary development of the Scale for Effective Communication in Team Sports (SECTS). *Journal of Applied Social Psychology*, 33(8), pp.1693-1715.