

University of Wales Trinity St. David

CerTHE Skills for the Workplace

Effective Teamwork and Communication

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GROUP 4

INTRODUCE TEAMWORKING

Effective teamworking

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Together

Everyone

Achieve

More

Teamwork

- According to A Dictionary of Business and Management book (J. Law 2009) teamwork is the process of working collaboratively with a group of people in order to achieve a particular goal or goals.
- When a group of people have the same interests of a common cause, work together is the best way to complete the work efficiently. (BMJ, 2019)

**Establish a team is the BEGINING, to keep it together is a
PROGRESS, and to work together is a SUCCESES.**

Benefits of teamworking

- Achieve goals together
- Share ideas and information
- Decision making , problem solving
- Help to each other and learn from one from another
- Help individuals to find their true ability
- Achieve greater performance together

(Griffith & Dunham, 2015)

Stages of team development by Bruce Tuckman (1965)

Forming

Storming

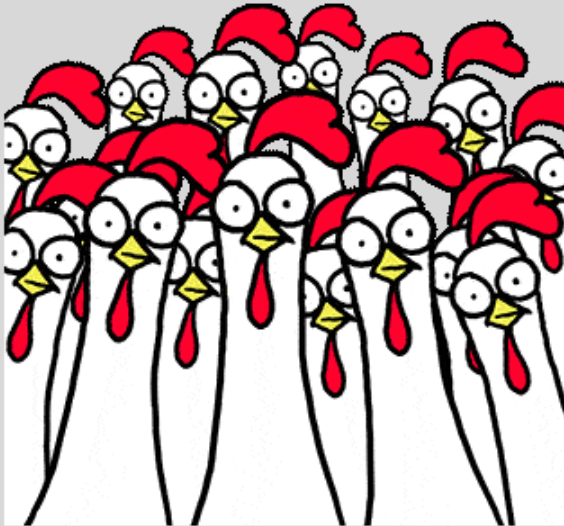
Norming

Performing

Adjourning

(Bonebright, 2010)

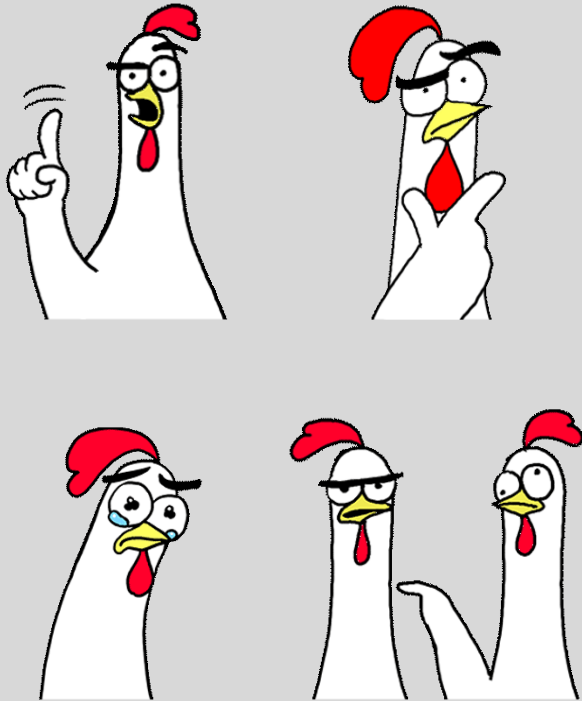
Forming stage



- When individuals meet at the first time
- In the meeting communication is formal
- Individuals get the introduction
- Need a formal leadership

(Bonebright, 2010)

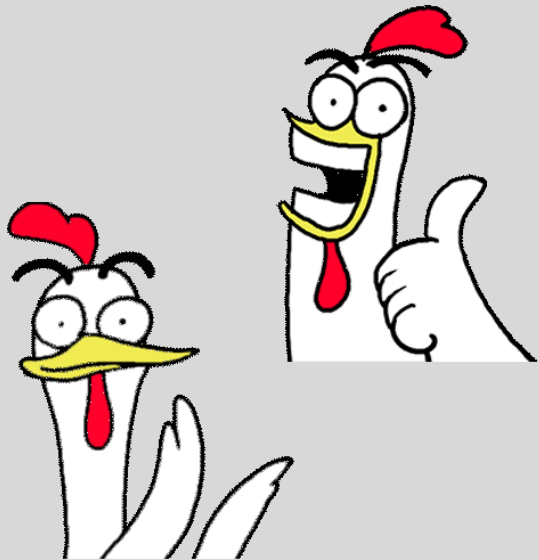
Storming stage



- Can be challenging for individuals
- Emotional for few members
- Interpersonal problem between members
- Individuals can be more or less dedicated of each roles

(Bonebright, 2010)

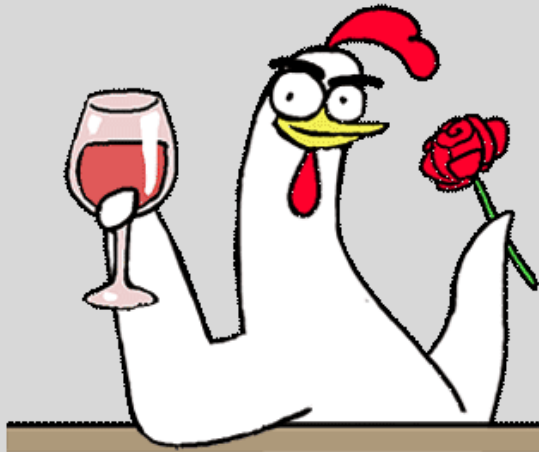
Norming stage



- Problems and different issues between team members are settled
- Everyone has their roles and responsibilities
- Individuals understand their task

(Bonebright, 2010)

Performing stage



- Members completed their task and the possible teamwork was successful
- Their common case is solved, if there was a problem , solution have been find

(Bonebright, 2010)

Adjourning stage



- It is “Say goodbye” time
- Sometimes members build good relationship with each other and the keep in touch in the future.

(Bonebright, 2010)

Team member's Responsibilities

- Take notes
- Actively participate
- Focus to achieve the goal
- Share ideas
- Being able to create productivity
- Complete all tasks and projects
- Follow the roles
- Communicate with others

(Indeed, 2021)

Team Roles

Team role means characterizing a person who wants to develop certain ideas based on a project , introducing new people to complete tasks and share information.

“a tendency to behave ,contribute and interrelate with others in a particular way”(Belbin,1969)

Dr Meredith Belbin (1969) separated nine type of team roles in to three kind of group.

**Action
Oriented**

**People
Oriented**

**Thought
Oriented**

(Mindtools, 2021)

Action Oriented Roles



Shaper the people who want to improve the team.

Implementer who want to get all the things done.

Completer- Finisher this type of people complete and finish all the projects.

(Mindtools, 2021)

People Oriented Roles



Coordinator this role is the typical like team-leader.

Team Worker who keep the team together.

Resource Investigator they are really original and they search for options.

(Mindtools, 2021)

Thought Oriented Roles



Plant this type of member comes with new ideas and approaches.

Monitor-Evaluator these people have the best way to analyse and evaluate ideas.

Specialist these people are dedicated to their business and they want to have the job done.

(Mindtools, 2021)

Managing conflict

- Conflict is a disagreement between people which can happen because they have different personalities, ideas, expectations or interests.
- Conflicts are inevitable especially in workplaces and if left unsolved, they can have large impacts on employees and productivities.
- The team leader is the one who needs to manage conflict and be able to adopt the situation quickly when conflict happens.

(Employment hero, 2021)

The conflict can be divided in two dimensions:

Inter-personal

- Pseudo conflict
- Policy conflict
- Value conflict

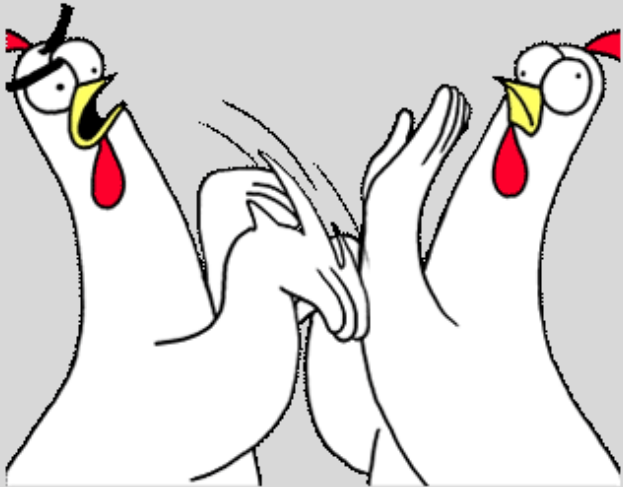
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Task conflict

- Allocation of resources
- Division of labour
- Managing expectation

(Employment hero, 2021)

Sources of conflict at work can include:



- Any form of bullying behaviour or harassment
- Poor performance
- Any form of discriminatory behaviour
- Poor attendance
- Talking over people in meeting
- Ignoring people
- Taking credit for others ideas work

(CIPD, 2021)

How can conflict be managed?

- Competition
- Collaboration
- Compromise
- Avoidance
- Accommodation

(Kilmann, 1974)



Skills to manage conflict

- Implement a healthy culture
- Learn how to identify the signs of conflict in an early stage
- Take action to solve the conflicts as soon as they recognize them
- Don't take sides

(Employment hero, 2021)

Successful team development

- Creating teams have now become essential points for achieving successful project strategies, they are an integral part of organizational life.
- However, it is up to the well-defined leadership and agency to coordinate the teams for a good review of the objectives previously assigned by the group and this for a successful team Development.

(Millett & Smith,1998)

Steps of a good successful team development

- Clear goals
- Decision making authority
- Accountability and responsibility
- Effective leadership
- Training and Development
- Resources
- Organizational support
- Rewards for Team success

(CMI, 2015)

Successful Team

A successful development team is an organization where the goal is the success of each member of that team to form a whole with a common goal, that is of the group. In this organization everything is done to strengthen the common objective to build loyalty and create loyalty from the whole organization.

(Millett & Smith,1998)

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