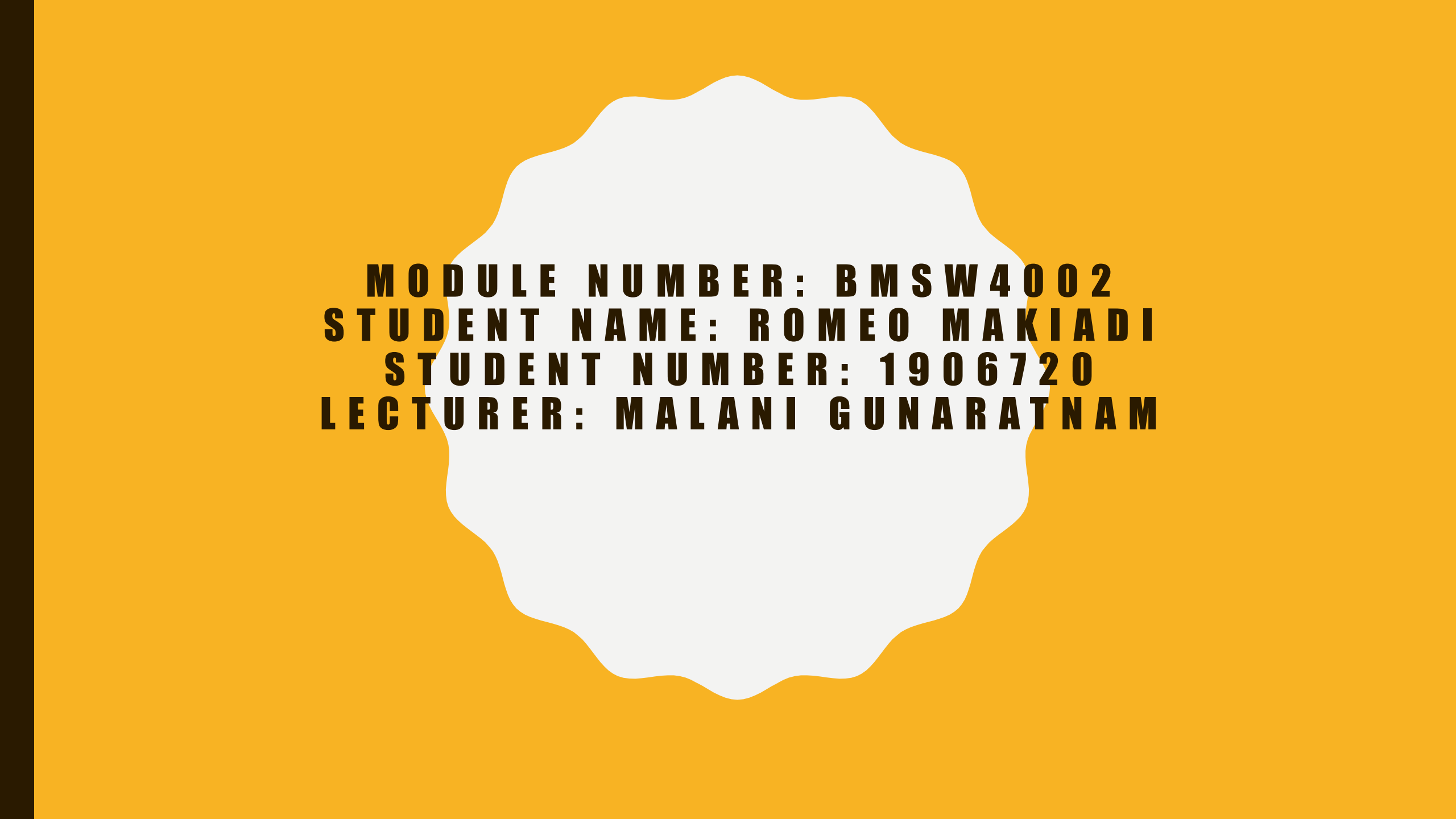




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**EFFECTIVE
TEAMWORKING
AND
COMMUNICATION**

CONTEXT

01

· Benefits of
team
working

02

Stages of
team
development

03

Team roles

04

Managing
conflict

05

Successful
team
develop

06

references

BENEFITS OF TEAMWORKING



- PRODUCTIVITY
BOOST.
- CREATES LEADERSHIP
SKILLS
 - ENHANCES
COMMUNICATION
SKILLS.

BENEFITS OF TEAMWORKING



- IMPROVES COMMITMENT AND MORALE.

- WHENEVER A TEAM DIVIDES THE RESPONSIBILITY, THE PARTNERSHIP HELPS ITS PARTICIPANTS TO EXPERIENCE A STRONGER SENSE OF SATISFACTION UNTIL THE ASSIGNMENT IS COMPLETE.
- EVERY PARTICIPANT DOES BETTER THAN THEY CAN ALONE, ENJOYING THE APPRECIATION AND SENSE OF COMMUNITY THAT INCREASES THEIR SELF-ESTEEM.
- IMPROVEMENT IN RESULTS AT WORK AND SENSE OF HAPPINESS THAT COMES FROM CONTRIBUTING.



STAGES OF TEAM DEVELOPMENT

- 1. FORMING**
 - 2. STORMING**
 - 3. NORMING**
 - 4. PERFORMING**
 - 5. ADJOURNING**
- 

TEAM ROLES

THERE ARE 9
DIFFERENT TEAM
ROLES. THESE CONSIST
OF:

- RESOURCE INVESTIGATOR
- TEAMWORKER
- CO-ORDINATOR
- PLANT
- MONITOR EVALUATOR
- SPECIALIST
- SHARPER
- IMPLEMENTER
- COMPLETE FINISHER



TEAM ROLES

RESOURCE INVESTIGATOR:

THIS IS A PERSON WHO USES THEIR INITIATIVE TO RESEARCH IDEAS AND REPORT BACK TO THE TEAM. THEIR STRENGTHS INCLUDE BEING CONFIDENT AND OUTGOING, BUILDING RELATIONSHIPS AND CONTACTS, BEING OPTIMISTIC.

CO-ORDINATOR:

THIS ROLE FOCUSES ON THE OBJECTIVES AND AIMS THAT ARE SET OUT. THEY ORGANISE WORK ACCORDINGLY. THEY ARE MORE MATURE THAN OTHERS AND CAN ESTABLISH GOALS WHICH IS ONE OF THEIR STRENGTHS.

TEAMWORKER:

THIS PERSON HELPS THE TEAM TO BOND. THEY ARE SUPPORTIVE AND BELIEVE IN UNITY. ONE OF THEIR STRENGTH IS THAT THEY HAVE A HUGE IMPACT ON THE WAY THE TEAM IS WORKING TOGETHER AND AVOID CONFRONTATION.

TEAM ROLES

PLANT:

PROBLEMSOLVER, IMAGINATIVE AND CREATIVE, TENDS TO COME UP WITH THE IDEAS. THEIR STRENGTH IS THAT THEY CAN RESOLVE PROBLEMS THAT OTHERS MAY FIND MORE CHALLENGING, AS THEY ARE GOOD IN USING UNCONVENTIONAL STRATEGIES.

SPECIALIST:

THEY OBTAIN IN-DEPTH KNOWLEDGE AND SKILLS OTHERS MAY NOT POSSESS. THEIR MAIN STRENGTH IS TO BRING THEIR SPECIALIST SKILLS AND KNOWLEDGE TO THEIR TEAM.

MONITOR EVALUATOR:

THIS PERSON BELIEVES IN FACTS AND LOGIC, THEY USE THIS TO MAKE DIFFICULT DECISIONS AND JUDGEMENTS FOR/ ON BEHALF OF THEIR TEAM WHICH IS THEIR MAIN STRENGTH.

TEAM ROLES

SHARPER:

THIS PERSON BRINGS DETERMINATION, MOTIVATION AND FOCUS TO THE TEAM. THEY ENSURE THAT THE TEAM DOES NOT FALL OFF TRACK AND STAY ENCOURAGED AND CHALLENGED THROUGHOUT WHICH IS THEIR STRENGTH.

IMPLEMENTER:

THEIR FOCUS IS TO IMPLEMENT THE STRATEGY AND FOLLOW IT AS BEST AS POSSIBLE. THIS PERSON IS VERY RELIABLE AND THEIR STRENGTH IS THAT THEY ORGANISE AND CARRY OUT WORK THAT NEEDS TO BE DONE.

COMPLETE FINISHER:

WITHOUT THIS PERSON THERE MAY BE ERRORS, THEY GIVE THE TASK A COMPLETE POLISH AND LOOK OVER FOR ERRORS/MISTAKES. THEY ENSURE THAT THE WORK IS THE HIGHEST QUALITY AND STANDARD. THEY BRING THE FINISH TO PERFECTION WHICH IS THEIR STRENGTH.

MANAGING CONFLICT

3 step guide.

Prepare for resolution

Understand the situation

Reach an agreement

MANAGING CONFLICT

I. Prepare for resolution

- The disagreement must be recognised before it can be controlled and resolved.
- If the team understands the problem, the negotiation process will begin.
- Addressing the impact the disagreement has on team chemistry and success for future tasks.
- Both parties involved must agree to participate in settling the dispute.
- The parties concerned need to express their deep emotions and think about the matter. Effective listening is important here, because you must fully grasp where the other person comes from to move on.

MANAGING CONFLICT

2. Understand the situation

whatever the situation is, its essential to determine who the individual's involved are and their point of views. Discuss their reasons for apparent divisions within the team, does this favour a specific choice ?, or a strategy to disfunction the team or an individual.

3. Reach an agreement

The team must determine which decision or plan of action to take so that both participants recognise the roles of the others.

SUCCESSFUL TEAM DEVELOPMENT

**TEN CHARACTERISTICS OF
SUCCESSFUL TEAMS**



TEN CHARACTERISTICS OF SUCCESSFUL TEAMS

**PARTICIPATIVE
LEADERSHIP**

**POSITIVE
ATMOSPHERE**

**COOPERATIVE
RELATIONSHIPS**

**BALANCED
PARTICIPATION**

**VALUED
DIVERSITY**

**MANAGED
CONFLICT**

CLEAR GOALS

DEFINED ROLES

**OPEN AND CLEAR
COMMUNICATION**

**EFFECTIVE
DECISION MAKING**

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