

Certificate in Higher Education: Skills for the Workplace

University of Wales Trinity Saint David

Lecturer: Akinseye Aluko

Student: Donika Fidanova

Student Number: 1916890

Effective Team Working and Communication

CONTENTS:

1. Introduction
2. Theoretical part
 - 2.1. Team building
 - 2.2. The right people in the right place
 - 2.3. Determination of team goal
 - 2.4. Team motivation
 - 2.5. Team Efficiency
 - 2.6. Communication and Conflict
 - 2.7. Leader
3. Conclusion

1. Introduction

Teamwork is a major component of the effective functioning of any company or business. In this regard, team management is an important issue as its object is people - people who are united in work teams to achieve certain goals. Teamwork is influenced by social, psychological, moral and emotional factors. Team management must embrace this vast diversity of people qualities and be subordinate to common goals and interests. Team management tasks can rarely be solved with an accurate answer or with some common formula. It is necessary for every organization to have a comprehensive human factor management strategy, whose main purpose is to create the conditions and motivation for the full realization of each individual. This issue is particularly important because human resources are the strongest and most important factor in the development of an activity. The purpose of the formed team as a unit servicing the company's activity is the successful

realization of the company. In this sense, the selection and effective use of the team is of paramount importance. Each employee is hired because of his / her qualities, skills, qualifications. Among the most important skills are teamwork and good communication.

2. Theoretical part

2.1. Creation of teams

Teamwork is not an end in itself, but a necessary tool to successfully deal with what is happening in the organization.

What is a work team and what are the most effective methods of team management?

Not every group of people is a team. The team is a specific group of people who are equally committed to the common goal and work together in a context of dependence on each other. Team building is very necessary when there are complex goals and tasks to accomplish. This can only be achieved by bringing people together in a team structure. Teamwork is really a guarantee of effective work. In fact, as a team, people rely on their collaboration to achieve maximum success and achievement of goals. Forming a good team is a long process, in which they participate in addition to the managers and the team members themselves, i.e. it is a two-way process. A good team manages to achieve its goals on the one hand, and on the other - working in a team greatly enriches the people in the team in personal and professional term. Good team means purposeful management decisions and actions that make it possible for people in the team to work together in an atmosphere of understanding and mutual assistance. The common purpose and interdependence of people in one group are the two reasons why it is necessary to create a team.

2.2. The right people in the right place

The most important thing when building a team is the people it is made up of - they need to be in the right place. They must be technically competent about team goals and complement each other in team work. The secret of teamwork is to find a balance between the behaviors and skills of the people in the team with whom they complement each other. The team will not work well if the people in it are in the same roles - if they are all only "analysts" or only "contractors". When different people are involved in achieving the strategic goal, each of them contributes to a better result and provides the necessary team balance.

2.3. Determination of team goal

The purpose of the team must be achievable, clear and with deadlines for implementation. Having a goal is a must for the team and the teamwork. It motivates the behavior of the participants in the team. The goal shows what the direction of decisions, actions and work should be. Purpose means clarity for the future. A team that has goals has strong advantages over a team that does not. These benefits are:

- Everyone in the team is aware of what's going on and what is to be done, what lies ahead.
- There is an established atmosphere of cooperation and mutual assistance.
- There is a drive and enthusiasm for productive work that boosts productivity.

2.4. Team motivation

If we want good results from our employees, we have to motivate them, ie. to get them to do what they have to do. Successful staff motivation is considered a matter of good leadership and management skills. The lack of motivation policy is a serious disadvantage for any organization.

2.5. Team Efficiency

There are teams that have been established for a long time, but show poor performance in their work. The reason is not always in the participants themselves. In some appropriately selected teams the opportunity to create an internal environment for effective teamwork was missed. A team with excellence is a result of carefully thought-out management actions. In order for a team to be as effective as possible, the following 11 factors should be available:

- appropriate atmosphere,
- motivation,
- quality leadership,
- conflict management,
- choice of a goal,
- making a decision,
- achieving the goal,
- good communication,
- constructive criticism,
- cooperation,
- personal and professional development.

Each of these factors is important to achieving the team goal. Team effectiveness is the degree to which a team achieves specific goals and results. Efficiency is a particularly

important indicator about what the team is like and whether it can be relied on. Team effectiveness is a topic that excites both managers and team members. In order to achieve team effectiveness, there must be effective planning by the leader of the overall team activity. The main strategic goal should be known, as well as the ways in which the goal can be achieved, the resources with which it will be achieved. The timeframe for meeting the goal should also be clear. For example, when managing a construction site, the organization that deals with it has clear goals that it should achieve. It must hire subcontractors to carry out the tasks assigned, while at the same time exercising control over them for quality and on-time execution. There will be different people in the team that will be formed to accomplish the goal, and each of them will contribute to the successful achievement of the main goal. Usually each team member has their own strengths and weaknesses; everyone has different education, different work experience and different attitude to team work; everyone has a different character and a different personal life, which also influences teamwork. In this sense, everyone's contribution to the ultimate goal will be different.

2.6. Communication

A key moment to teamwork is communication. Often the cause of conflicts between employees or between the manager and his associates are vaguely worded tasks, incorrect placement, mixed responsibilities. In most cases, all problems are caused by lack of communication or impaired communication paths within the company. Impaired communication can be restored through:

- defining the boundaries of individual activities,
- enhancing informal communication within the organization,
- increase practical communication opportunities as between employees, so between employees and the manager.

Communication channels are a guarantee that what is said by the manager will be perceived correctly and the employee will fulfill his / her task.

2.7. Leader

In order for a team leader to be a true leader, he must possess more complex qualities than his teammates. A leader defines the strategic goal, gives basic directions in the work, takes care of team processes, gives feedback and takes care of the development of the participants. The manager has analytical thinking, excellent communication, expert and organizational skills. Leaders need to be aware of the contemporary features of team management. Those organizations whose managers are able to apply modern technologies to the management of the team are more profitable. To manage means to influence a group of subordinates (staff of the company, associates in the department we manage) in each

situation, with a view to jointly achieving the set goals. Each leader should carefully select his or her associates; clarify the goals and tasks of the company, define both common and personal tasks; delegate the powers and responsibilities of their associates; coordinate teamwork; motivate the team; control and evaluate payment according to contribution and results. The successful development of the organization largely depends on the ability of the leaders to find points of contact with the team members in the name of the goals of the organization as a whole. Practice shows that where consent and a balance of interests are found, a basis for successful development is created. In order to manage people's business behavior to reduce mistakes and overcome bankruptcy, managers need to know the human side of the business. The contradictory nature of man explains the contradictory nature of human behavior, which is difficult to master and control not only in economic life. That is why managing people is one of the most difficult management problems. If people functioned like machines, we would just push the button and be done, but company employees are people with their feelings, morals, temperaments, interests, needs. Managers cannot ignore these human characteristics. Managers may be very good professionals, but it is not enough. They also should master the art of managing people. Example: Someone has a good characteristic. He is happy with his job and his salary, but one day he is transferred to another team without consulting him. He gets the same money, his job is important too, but his personality has been neglected. He feels miserable, out of place, loses interest in his job, and is on his way to creating problems. Here's where it leads disrespect for human personality. Most prospering firms employ psychologists as human resources experts. They provide valuable advice to managers on how to manage people in order to earn them as partners and turn their businesses into profitable ones. Fewer staff is more comfortable in forming interpersonal relationships within the enterprise. But the larger team has more opportunities to solve difficult tasks. A good manager knows how many people can complete a task. It is necessary periodically improving qualification of staff.

Conclusion

Team selection is an important step that every company takes in the care of managing people and their effective use. A quality recruitment skilled worker is a prerequisite for the success of any organization, since the human factor is paramount to teamwork. Money and time invested in the selection of work teams will surely come back further, as a result achieved in the company. Companies must devote the necessary resources to qualify people in work teams, care for improving working conditions, control interpersonal relationships, and pay adequately. It should be followed the principle of mutual benefit: employees to be satisfied with their work and remuneration in order to be motivated to do their best in their work for the organization concerned, and the organization itself to develop and achieve its goals.

http://perpustakaan.unitomo.ac.id/repository/Communication%20in%20contruction.pdf?fbclid=IwAR29byMqJKqx1PZeNvwr6Hl_rR8AQb8VRA5WfRAvEYYAFsWwlhvWCVdv_MI

https://openlibrary-repo.ecampusontario.ca/jspui/bitstream/123456789/241/1/Communication_Theory.pdf?fbclid=IwAR2HOzmESfsblFZAB0jHsL3ZBnPKXu4mRWt9MpR5OjvSzAyWu2LamPcvyU8

https://www.skillbuilderlms.com/wp-content/uploads/2017/07/Communication-in-the-Workplace-Reference-Guide.pdf?fbclid=IwAR10ln_HOGDIYcAtelQYL5VJg0OrQ6N27EX_JQlUtWVwCZScjqIB9gzT4Qs