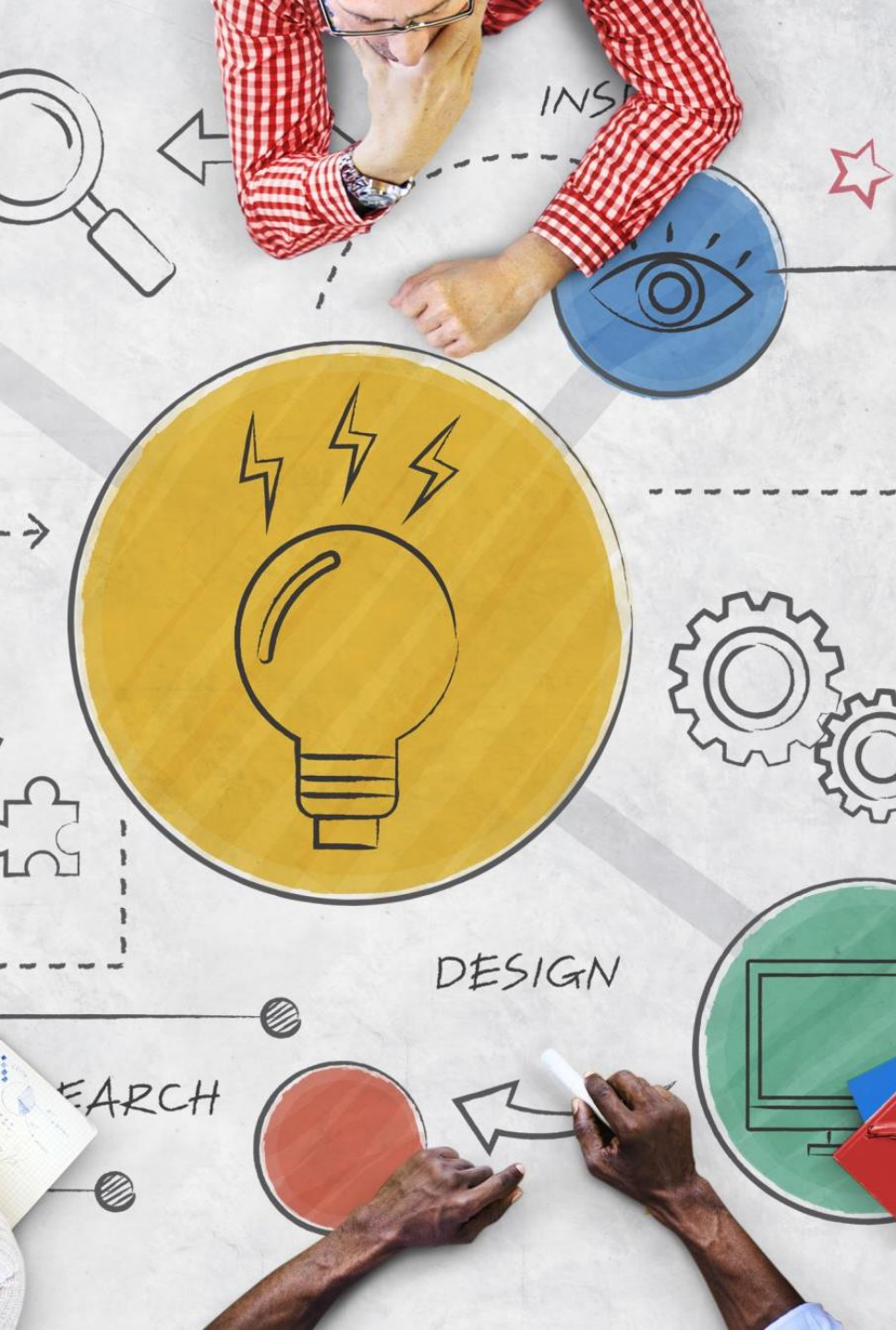




EFFECTIVE TEAM WORKING AND COMMUNICATION

1. Mayne Salcedo (Benefits of team working)
2. Sellenne Sangucho (Stages of team development)
3. Jhoselin Guaman (Team roles)
4. Ancuba Cassama (Managing conflict)
5. Safa Ahmed (Successful team development)



OUTLINE

1. Benefits of team working
2. Stages of team development
3. Team roles
4. Managing conflict
5. Successful team development



Benefits of team working

- Teamwork

(BusinessDictionary.com 2022)



1.It increases productivity

- The students shared the workload in the university .
- Since the work can be distributed according to the abilities.
- As a result, if you work as a team the task will be completed faster and efficiently.

(Tripathy,2018)

2.Resolve conflicts

- It is understandable when different mind work together ,they have different kind of opinion, etc.
- People with strong conflict resolution skills its are often rational.
- Therefore find mutual understanding between multiples perspectives.

3.Team work built trust

- Team work strengths relation ship.
- When team members know they can count each other.
- Finally they can create and atmosphere in which morale increase .

(Tripathy,2018)

4.Happier team members

- Always be honest and real.
- Communicate and listen to them .
- Encourage them and say “thank you”

5.Better Time Management

- Complete the work faster by divide and conquer
- Reduce stress
- Keeps everyone updated.
- Lets everyone how the project is going.

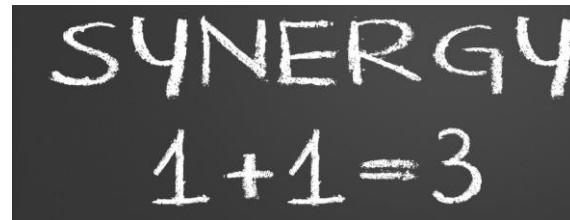
(Kozlowski and Ilgen,2006)

6.To Encourage innovation

- When the people work together in a team they come up with different ideas and innovate and practical solutions to problems than someone working alone.(Two heads are better than one).
- Open discussions provide plenty space to learn each other experience.

7.IT PROMOTES SYNERGY

- Synergy is when two or more teams work together to produce something of value
- when two or more people are working together and the result is greater and the sum of this.



(Kozlowski and Ilgen,2006)

Tuckman's theory (Leader stages of development)

- This theory was created by Dr. Bruce Tuckman in 1965 and explains the stages that a group of people go through in order to form a good team.
(Kobiruzzaman, 2019)



Stages teams go through:

-
1. **Forming:** This is the first stage where the members of the future team get to know each other and where the primary tension begins.

 2. **Storming:** In this second stage, conflicts and competition for leadership begin. This is where the secondary tension begins

 3. **Norming:** At this stage there starts to be more companionship, in other words, they share ideas, respect each other, etc.

 4. **Performing:** At this stage, the team is more consolidated, they help each other, they solve problems together...

 5. **Adjourning:** At this stage the team has achieved its goal, and it is up to them whether to keep the team or disband.

(Kobiruzzaman, 2019)

ADVANTAGES AND DISADVANTAGE OF TUCKMAN'S THEORY:



ADVANTEGES:

- Easy to understand and remember
- Gives an idea of what the team will be like



DISADVANTAGE:

- It is difficult to progress in a progressive line

(Wallbridge, n.d)

Team roles

- Raymond Meredith Berlin (born 4 June 1926) (age 96)
- British.
- Researcher and management consultant best known for his work on management teams.
- He is a teacher and researcher at Henley Business School in Oxfordshire, England.



Belbin's Team Roles



Action-Oriented Roles

1. Shaper
2. Implementer
3. Completer/Finisher



People-Oriented Roles

1. Coordinator
2. Team Worker
3. Resource Investigator



Thought-Oriented Roles

1. Plant
2. Monitor-Evaluator
3. Specialist

Berlin Team Role Strengths and Weaknesses

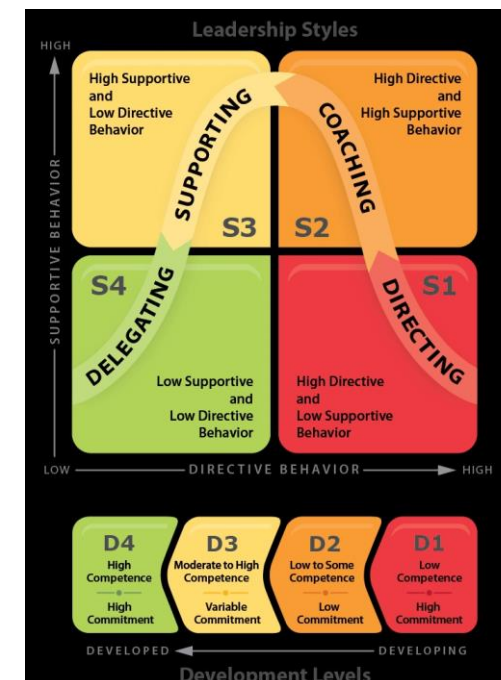
- The only sanctioned way of finding out your Belbin Team Role strengths and weaknesses is by completing the official Belbin Self-Perception Inventory online, and receiving a [Belbin Individual report](#).

Team roles	strengths	weaknesses
People oriented role	Team worker: • Co-operative. • Mind perfective and diplomatic. • Communication.	• Indecisive in crucial situation. • Impatience. • Micromanagement.

Meaning: Micromanagement: employees who are reluctant to delegate work can come across as micromanagers. They may assign tasks and closely follow up on their progress.

Teory level (situation lidership)

- **Directing**: is the initial or basic level of leadership style.
- **Coaching**: is for followers who have developed some competences along with an improved commitment.
- **Supporting**: the follower who is now competent at the job but remains somewhat inconsistent and is committed.
- **Delegating**: who feels fully empowered and committed enough to take very focus on the tasks.



<https://johnkwhitehead.ca/situational-leadership/>

Managing conflict



Managing Conflict



- Conflicts it is a problem that can cause a massive damage within our business.
- Learn and establish different patterns to manage different conflicts inside groups or workplace and proactively find solutions for a win-win situation.
- Lack of equal opportunities
- Poor communication
- Insufficient training
- Talk over options (First Tee,2017)

Types of conflict that may trigger in workplace according Thomas and Kilmann conflict model

- In the retail workplace industry there is 5 different conflicts that normally arise in workplace is;
- **Competitive** : trying to impress or be the best
- **Collaborating** : types of people not willing to put the same effort in
- **Accommodating** : not having the desire to Improve
- **Avoiding** : ignoring the conflict
- **Compromising**: not coming on time or not doing rightly your work. (Matterapp.com, 2022)



Not every conflict is negative

- Conflict is never easy, but it is necessary for growth and change.
- It brings modernization and creativity
- Increase effort towards common goal
- Test positions and opinions (Stack, 2005).



Types of solution to solve a conflict

- It is always difficult to avoid a conflict in workplace . It is the one side of the business not everyone to agree with each other due to personalities or even sometimes a shock of ethnics.
- Actively listen (without interrupting).
- Communicate your opinion after listened and identify the issue.
- Talk over options.
- Always look for solutions.
- Most importantly find a win-win outcome for everyone .
(Awci.org, 2016).



Successful Team Development

- Effective team building it is the outcome of a strong and capable manager who is key to success.
- A team development is a group of individuals who work together to produce products or deliver services for which they are mutually accountable.
- Team members share goals and are mutually held accountable for meeting them.



Team management



- Effective team management involves supporting, communicating with and uplifting team members
- They perform to the best of their abilities and continue to grow as professionals.





Motivate your team

- Maintain a positive attitude
- Find a way to have fun
- Allow your employees autonomy
- Celebrate achievement



- Use objective criteria to measure people's Performance.
- Give promotions and development opportunities based on a person's strengths and accomplishments.
- Allow employees to have a fair chance at coveted projects.
- Develop and communicate a process where employees can report favouritism or unfair treatment.



Let employee make mistake

- Instead of pointing fingers at employees for their mistakes or allowing them to spiral into disaster.
- Managers should confront mistakes head-on while directing employees and preventing them from becoming a catastrophe.
- Give employees the opportunity to voice the impact of the error and how they can do it better in the future.
- Help them plan the new rules or process to ensure the mistake isn't repeated and be a problem solver.

(Mark, 2010)



Develop Relationships

- One of the often-overlooked team management strategies is to develop relationships with those you manage.
- It's just a fact of life that people do a better job and work harder for people they like.

Give credits when necessary

- Give out credit where it's due Show the identical courtesy to different people's thoughts and contributions that you would like, in order to help create a lifestyle of awareness.

Do not take the decisions alone

- The key traits leaders need to have if they are to be effective and avoid bad decision-making are, first, open-mindedness.
- Good leaders have a tendency to be greater open to new thoughts and be intensely curious, Finkelstein argued. (Paton, 2009)

Defining Your Goals

- As a leader, establishing and clearly defining what success will look like for a given project is of paramount importance.
- Second to that is successfully communicating the idea of success you've developed to your team in a way that clarifies both goals and expectations.



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