

EFFECTIVE TEAMWORK AND COMMUNICATION

STUDENT NAME	STUDENT ID	TASK
MASSIMO IANNIELLO – GROUP LEADER	2132317	TEAM ROLES / LEADERSHIP ROLES
DAN BAJENARU	2129380	MANAGING CONFLICT / SUCCESSFUL TEAM DEVELOPMENT
KRISTIAN NASH	2130196	BENEFITS OF TEAM WORKING / STAGES OF TEAM DEVELOPMENT

- **MODULE CODE: BMSW 4002**
- **LECTURE NAME: LLOYD BEHARRY**

BENEFIT OF TEAM WORK

WHAT IS TEAM?

- Team is defined as a number of persons associated in some joint action.



WHAT ARE THE ADVANTAGES OF TEAM WORKING?



IMPROVING WORK
PRODUCTIVITY



GET DIFFERENT POINTS OF
VIEW ON ISSUES THAT
MIGHT ARISE



CAN FOCUS ON YOUR
STRENGTHS





WHAT ARE THE DISADVANTAGES OF TEAM WORK?

- **LEADERSHIP ISSUES**
- **COMMUNICATION CHALLENGES**
- **PERSONALITY CLASHES**





STAGES OF TEAM DEVELOPMENT



BRUCE TUCKMAN



TUCKMAN'S
TEAM
BUILDING
MODEL

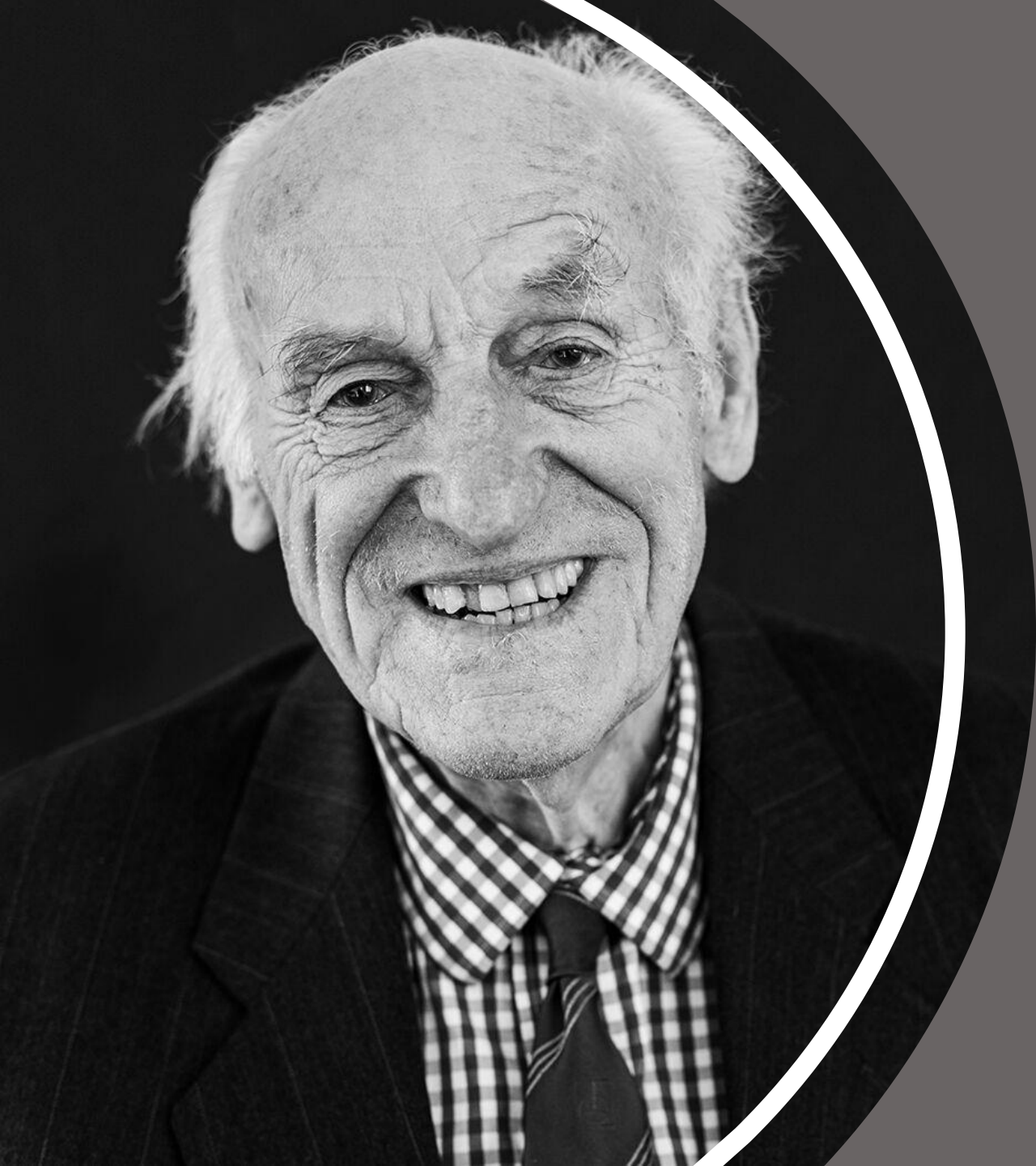
- **Bruce Tuckman was an American psychological researcher.**
- **TUCKMAN BUILDING MODEL.**





WHAT ARE THE
STAGES OF GROUP
DEVELOPMENT?

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



TEAM ROLES (BELBIN / LEADERSHIP ROLES)

- **WHO IS BELBIN?**
- **Meredith Belbin (1926) is a British researcher best known for his ground breaking research in the field of team effectiveness.**

Belbin Team Roles: Summary

Thinking-Oriented Roles

Plant: innovators & ideas. Prefer to work alone.

Monitor Evaluator: Separate good ideas from bad

Specialist: skills in a specialist job

Action-Oriented Roles

Shaper: Challenge norms, take lead, push team

Implementer: Executors of plans

Completer Finisher: Complete the fine details

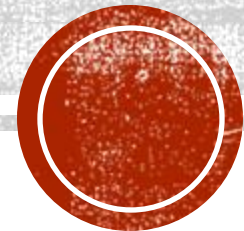
People-Oriented Roles

Coordinator: Natural team leaders

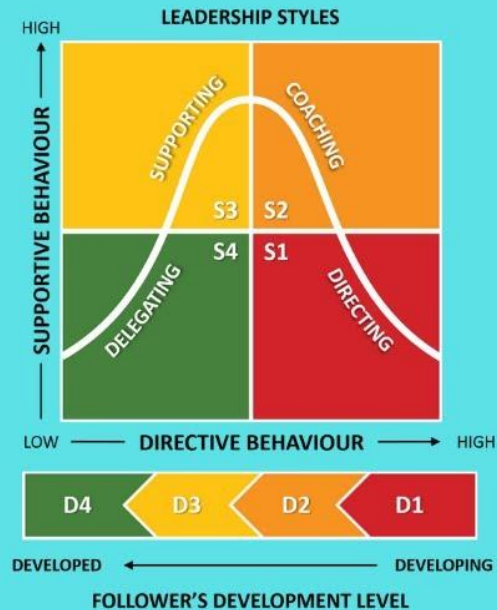
Team Worker: Diplomats, keep team cogs turning

Resource Investigator: find external resources

TEAM ROLES MODEL



SITUATIONAL LEADERSHIP MODEL **EXPLAINED**



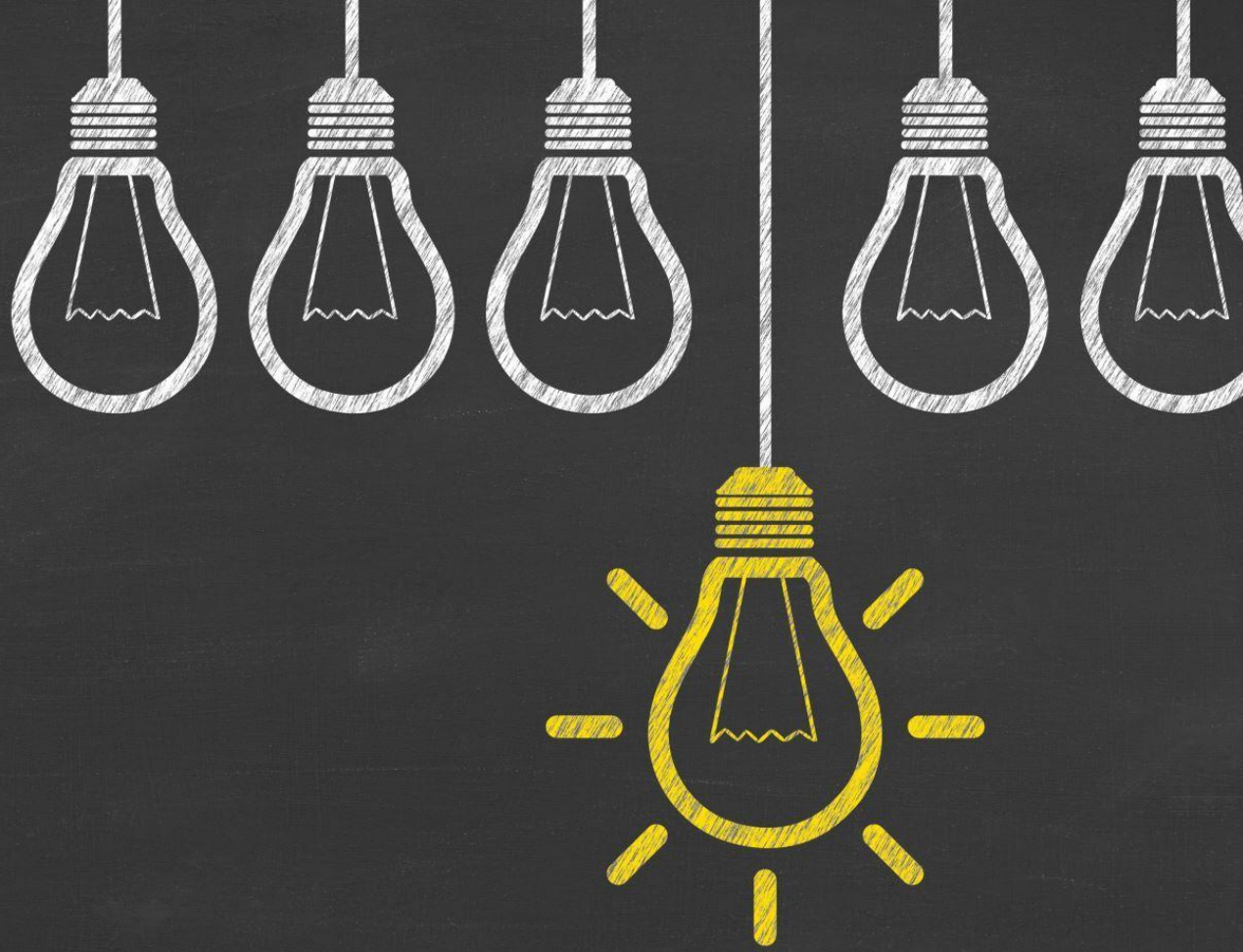
HERSEY AND BLANCHARD

-Who are Hersey and Blanchard?

- Management of organizational behavior.

- "Life cycle theory of leadership"





HERSEY AND BLANCHARD THEORY.

- **LEADERSHIP**
- **SITUATIONAL
LEADERSHIP**



SPECIAL CONSIDERATION: THE 4 LEADERSHIP STYLE.

1

DELEGATING
STYLE

2

PARTICIPATING
STYLE

3

SELLING
STYLE

4

TELLING
STYLE



MATURITY LEVELS

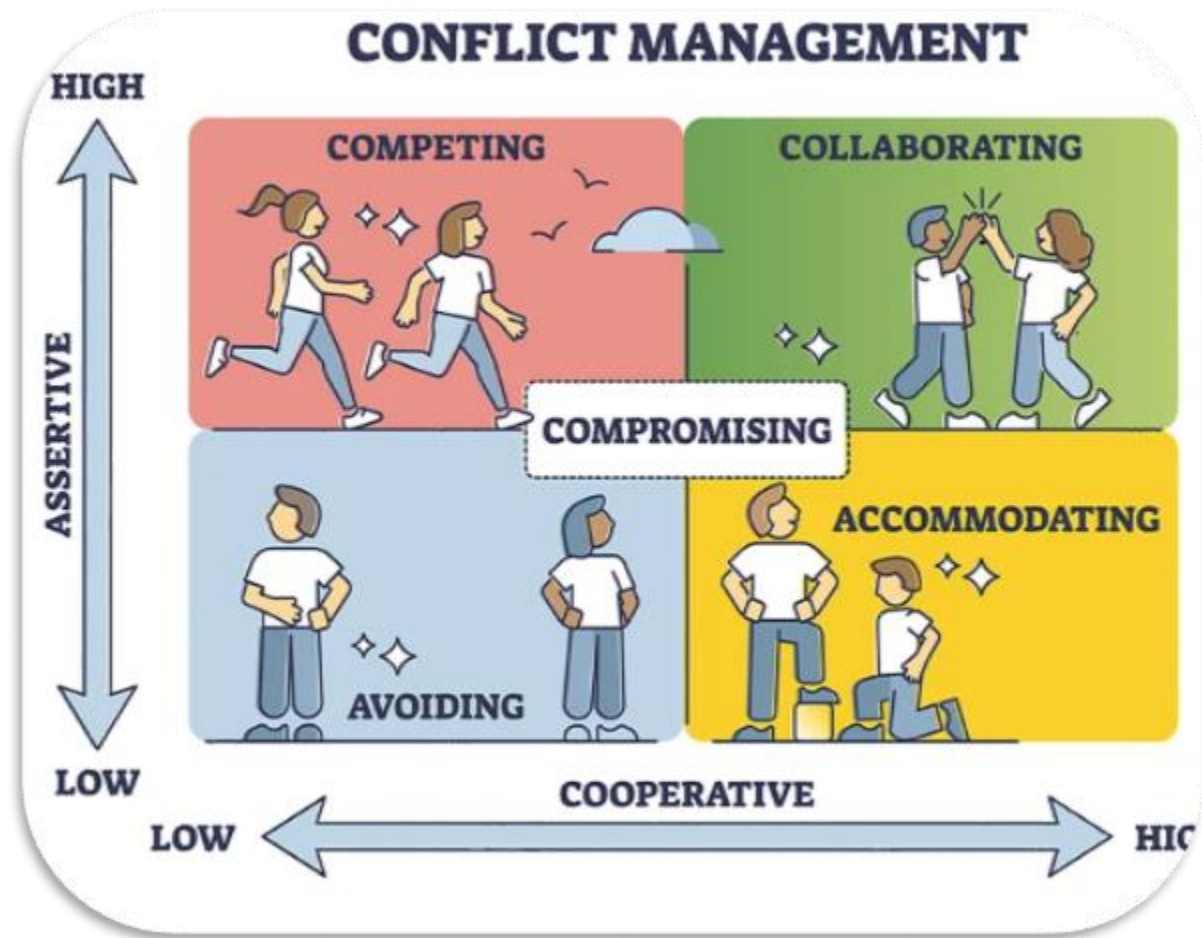
M1

M2

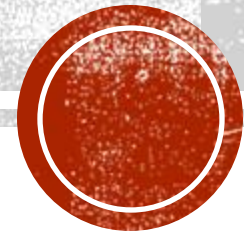
M3

M4





MANAGING CONFLICT (THOMAS & KILMAN MODEL)





UNCOOPERATIVE (COMPETITION & AVOIDANCE)

Competing

❖ Power-oriented

❖ Trying to win

Avoiding

❖ Will not address conflict

❖ withdraw



COOPERATIVE (COLLABORATION & ACCOMMODATION)

Conflict Resolution

Thomas-Kilmann Conflict Model



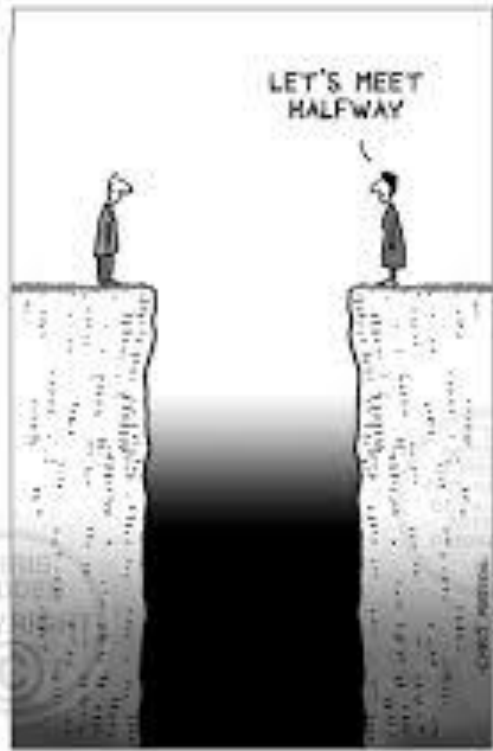
Collaboration

- Opposite of avoiding
- An attempt to find a solution

Accommodating

- Opposite of competing
- Sacrifice own viewpoint in order to satisfy that of another





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COMPROMISE

Finds a mutually acceptable solution that partially satisfies all parties

A large group of skydivers in various poses against a blue sky with a grid pattern. The skydivers are wearing colorful suits and are arranged in a circular formation around the central text. The background is a blue sky with a subtle grid pattern.

SUCCESSFUL TEAM DEVELOPMENT

STAGE 1: SETTING THE FOUNDATION



CLARIFYING THE
TEAM'S PURPOSE



HOW THEY WILL
ACCOMPLISH THE WORK



STAGE 2: ADDRESSING WHAT'S UNDER THE TABLE



shared vision of what
they will accomplish



foundation of trust is
formed



Denying and avoiding
dealing with the issues



STAGE 3: ROCKING THE BOAT

team
members will
avoid conflict

withholding
differing
opinions



STAGE 4: ACHIEVING NEW HEIGHTS



appreciating and
utilizing the talents



team needs access to
necessary resources



recognition of team
success



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