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BMSW4002

Effective Team Working and Communication

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|----------------------|-----------|--|
| 1. Petya Petrova | (2009077) | Introduction, Benefits of team working |
| 2. Dragomira Petkova | (2012174) | Stages of team development |
| 3. Teodora Nikolova | (2009133) | Team roles |
| 4. Elena Ruseva | (2008341) | Managing conflict |
| 5. Violeta Deleva | (2007348) | Successful team development |

Lecturer: Diya Ganguly





Introduction

Bluebird Care



BENEFITS OF TEAM WORK

➤ What is a team ?

A team is a group of individuals, all working together for a common purpose.



➤ What is Effective Team ?

- ✓ Clear objectives
- ✓ Balanced roles
- ✓ Good communication
- ✓ Support and trust
- ✓ Team goals are clearly understood by all

BENEFITS OF TEAM WORKING



- Coming together is a beginning.
- Working together is success .
- Keeping together is progress.
- Teamwork is what we need to succeed.

(Clipartix, n.d.)



BENEFITS OF TEAM WORK

Together
Everyone
Accomplishes
More
With
Organization
Responsibility
Knowledge



(Hygger, 2020)

- Delegating of tasks
- Sharing of knowledge and skills
- Personal growth
- Teamwork relieves stress
- Discover new concepts



BENEFITS OF TEAM WORKING

- Promotes Synergy
- Improve Productivity
- Allows Flexibility
- Establishes Strong Relationships
- Attracts Talent
- Teamwork builds Morale
- Better Decision



(Inc, n.d.)



BENEFITS OF TEAM WORKING

Why is teamwork so important in healthcare ?

- ❖ A healthcare system that supports effective teamwork can improve the quality of patient care, enhance patient safety and reduce workload issues that cause burnout among healthcare professionals



(Reason, n.d.)



STAGES OF TEAM DEVELOPMENT

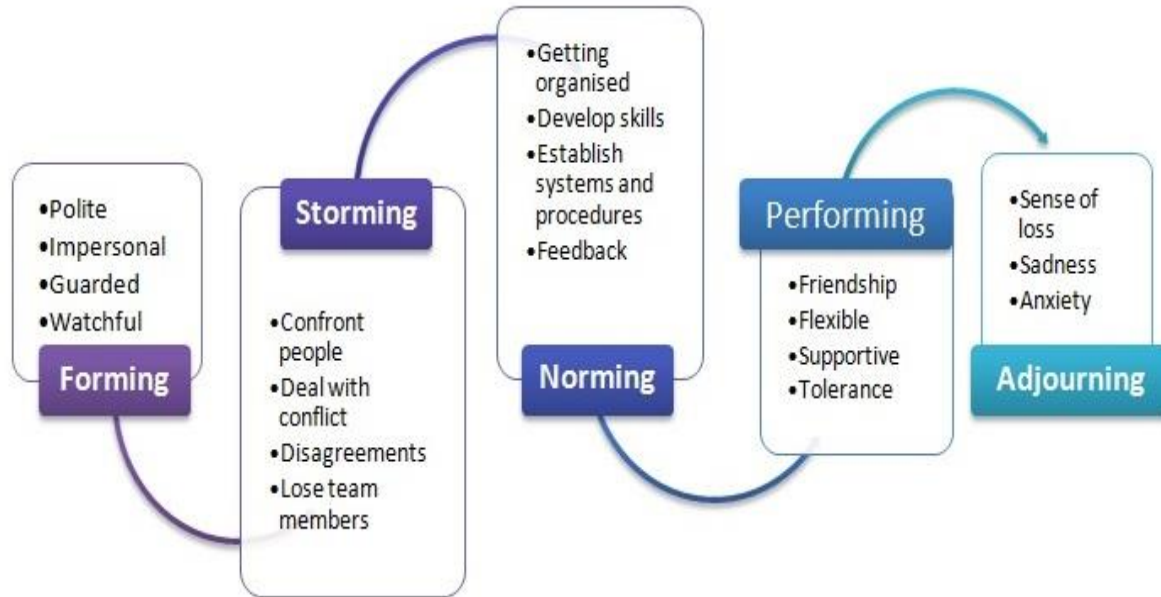
- Bruce Tuckman is the person who developed the Tuckman's Theory
- He has introduced this method that have can change the attitude of the team members just with the changes in the leadership method.

(Berlin, Carlström, and Sandberg, 2012).



STAGES OF TEAM DEVELOPMENT

The 5 steps of the Tuckman's Theory



- **Forming**
- **Storming**
- **Norming**
- **Performing**
- **Adjourning.**

((nikhilaratwani, 2015))



STAGES OF TEAM DEVELOPMENT

1 FORMING



- This is mainly the introductory part of the theory
- Everyone gets to know the way how the teamwork will do
- There will be trust issues but after this stage team members will start to get along

STORMING 2



- The members are aware of their jobs and tasks
- Experience clash and member disagreements can happen
- Team members try to build trust and resolve conflicts by seeing everyone's point of views

(Lembke and Wilson, 2007)



STAGES OF TEAM DEVELOPMENT

3 NORMING



- Teams are now ready to work with the team on any project
- The disagreements are resolved in a positive way
- The team coordination is good, the members help each other in work and leaders just lead them

4 PERFORMING



- Big decisions are made by the group members
- Team members attend different activities and coordination is seen in team work (Lembke and Wilson, 2007)
- They start to connect and start respecting each other

(Lembke and Wilson, 2007)



STAGES OF TEAM DEVELOPMENT

5 Adjourning

- This is a step that is in acquaintance with departure.
- The closely bonded people go to different directions after the team objective is achieved
- This stage is about the formation of the team not the development only .

(Staggers, Garcia, and Nagelhout, 2008)



(Colourbox, n.d.)





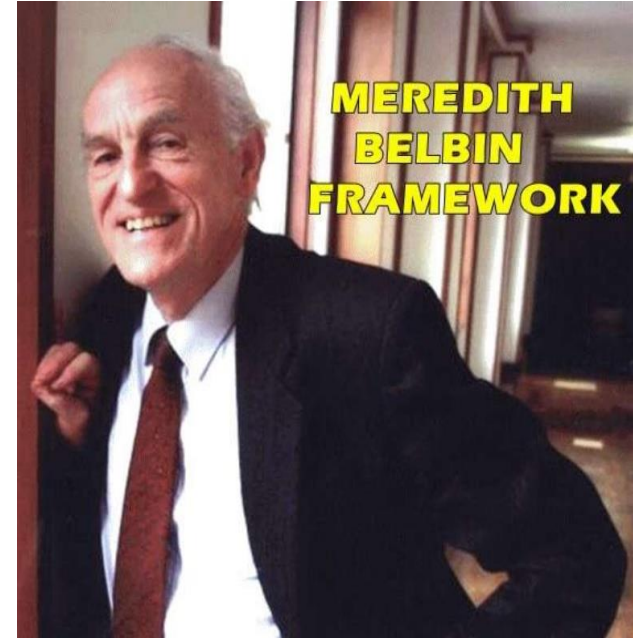
Team roles

Meredith Belbin(born 4 June 1926).
Developed his team roles during the 1970s.

You can use it to develop yourself.

You can use it to create new teams .

You can use it to manage imbalances within an existing team.



Team roles

Team Role	Strengths	Allowable Weaknesses
Pant	Creative, imaginative , free-thinking. Generates ideas and soles difficult problems.	Ignores incidentals. Too preoccupied to communicate effectively
Monitor Evaluator	Sober, strategic and discerning. Sees all options and judges accurately.	Lacks drive and ability to inspire others. Can be overly critical
Specialist	Singel-minded, self-starting, dedicated. Provides knowledge and skills in rare supply	Contributes only on narrow front. Dwells on technicalities



Team roles

Team Role	Strengths	Allowable Weaknesses
Resource Investigator	Outgoing, enthusiastic, communicative . Explores opportunities and develops contacts.	Over –optimistic. Loses interest once initial enthusiasm has passed
Team Worker	Co-operative, perceptive and diplomatic. Listens and averts friction.	Indecisive in crunch situations. Avoids confrontation
Co-Ordinator	Mature ,confident ,identifies talent. Clarifies goals. Delegates effectively	Can be seen as manipulative. Offloads own share of the work



Team roles

Team Role	Strengths	Allowable Weaknesses
Shaper	Painstaking, anxious. Searches out errors. Polishes and perfects	Inclined to worry unduly. Reluctant to delegate
Implementor	Practical, reliable, efficient. Turns ideas into actions and organized work that needs to be done	Somewhat inflexible. Slow to respond to new possibilities.
Completer- Finisher	Polish, deadlines focused, anxious. Searches out errors. Polishes and perfects.	Propensity to worry unduly. Reluctant to delegate



Team roles

COLLABORATION

- Trust
- Inspiration
- Support
- Success
- Teamwork



(www.hiclipart.com, n.d.)





Managing Conflicts

- Conflict - situation where your concerns or desires differ from another person's.
- Dealing with conflicts in social work – major discussion.

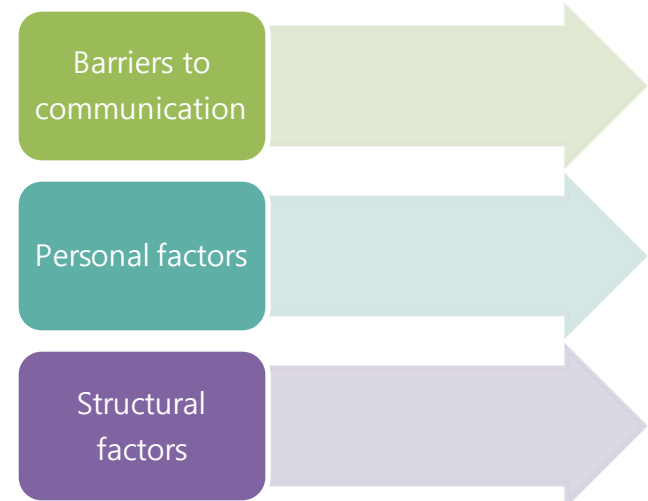
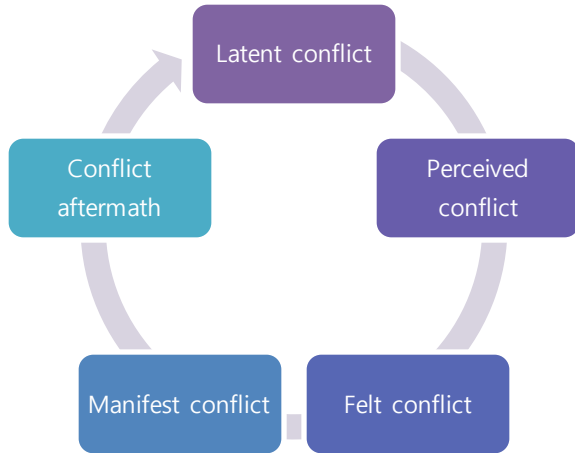
(Cioatra, 2020)



Image credit: DN Nation

Managing Conflicts

Stages and Factors



The only way to resolve conflict is to recognise conflict by understanding the stages of conflict.

(The Udeemy, 2020)

(Bartunek, Kolb, Lewicki, 1992)





Managing Conflicts

The Theory

In the Thomas Kilmann Theory - there are five conflict handling modes.

- Competing - "My way or the highway".
 - Collaborating - "Two heads are better than one".
 - Compromising - "Lets make a deal".
 - Avoiding - "I'll think about it tomorrow".
 - Accommodating - "It would be my pleasure".
- (Cotter, 2020)

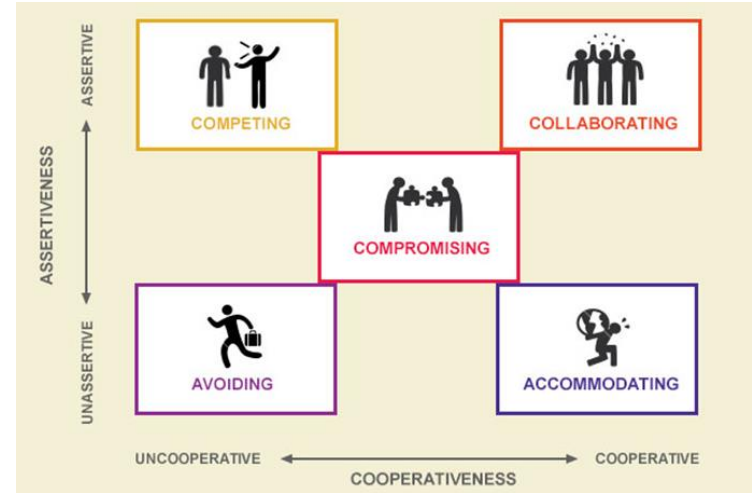
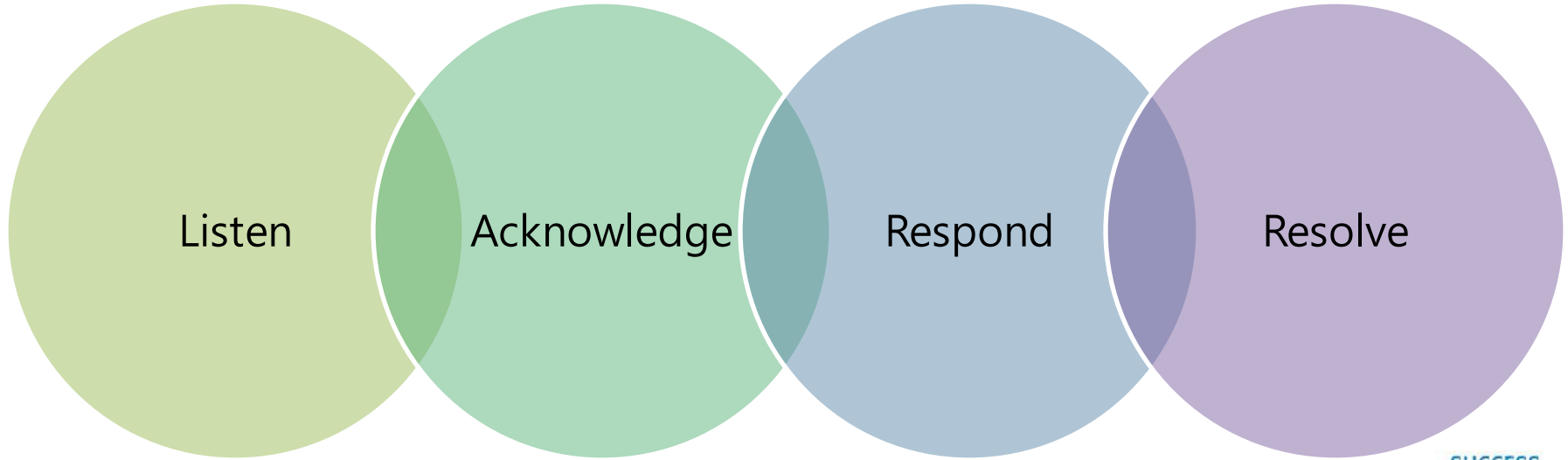


Image source: CPP

Managing Conflicts

Limitation



(Townsley et al., n.d.)





Managing Conflicts

To be or not to be?



- Leads to new ideas;
- Stimulates creativity;
- Motivates change;
- Promotes organisational vitality;
- Helps groups establish identities.



- Diverts energy from work;
- Wastes resources;
- Can create negative climate;
- Threatens psychological well-being.

(Mekelburg, 2000)



Successful Team Development

Team development: where communication becomes effective and will require effective leadership to create a great team.

(Cherry, 2020)



#80719824

(wallsheaven.com, n.d.)

Successful Team Development

How to Build a Strong Team

- Understand responsibilities
- Communicate shared goals
- Prepare for the worst
- Plan to handle conflict



(Lopis, 2012) (www.quora.com, n.d.)





Successful Team Development



Share information



Share ideas



Create trust



Be open to change



Encourage strong friendships

Successful Team Development

Characteristics of Effective Team Members



- Team members are supportive to achieve the results.
- Team members avoid "winning" or looking good at the expense of others.
- Team members are open to the ideas of others.
- Team members share information and ideas.
- Team members support the contribution of others.

Communication

Efficiency

Ideas

Support

(Siddhi Gawde, 2015)



CONCLUSION

Lastly, successful team development means we keep the team working together and understand each other's needs in order to feel comfortable and then be the most effective they possibly can .





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