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# **Effective team work and communication**

**BMSW<sub>4002</sub>\_LON**

**Power Point presentation**

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# Introduction

Our presentation today was developed by our team of advisers and will introduce tips and ideas that will increase team work and productivity.

Also, will reduce absenteeism and cancelled shifts due to staff members being unsatisfied with their job position and responsibilities.

Today's presentation includes next topics:

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

# Top benefits that working in a team brings:

## 1. Teamwork Improves Productivity

- Teams that work together are more productive and motivated toward company goals.

## 2. Greater Synergy

- Teams are formed with diverse skill sets, knowledge levels, and backgrounds. When this diversity comes together it can create a greater sum than the total of individual efforts. Teamwork can **increase cooperation** among members as they learn from each other's mistakes

### 3. It Increases Innovation

- In a workplace where employees are open-minded, frequently share their ideas, analysis, suggestions, and concerns can make for better **brainstorming**. This sets a path for greater dialogue on new ideas and different perspectives – the result is **continuous innovation!**

### 4. Engages Employees

- Teamwork enables employees to socialize, discuss openly, and have conversations beyond work.
- Working together **creates bonds**, this then results in creating a **sense of belonging** and uplifts overall morale. If all work with enthusiasm, is ready to help others, and go beyond the normal call of duty it ensures overall success.

## 5. Enhances Flexibility

- While working together as a team, all are aware of each other's roles/responsibilities and are willing to pitch in if one person is unable to complete a certain task. This provides flexibility within the team and makes an **adaptive team** that can easily tide over new challenges.

## 6. Overcomes Obstacles

- When a team faces a challenge, they can utilize their varied learnings to come up with multiple solutions to tackle the problem. Teammates also help each other through their difficulties thus are better able to **handle any hiccups** along the way and could even proactively warn each other of foreseeable risks.



### 7. Improves Service levels

- Teams that work together provide improved customer service to customers as they work cohesively.

### 8. Gain Fresh Perspectives

- When teams work together, they are able to discuss and share a variety of perspectives of a situation. This gives a chance to look at a problem from multiple angles thus creating a greater multitude of solutions too. Teamwork makes members more open and sensitive to others' thoughts and enables learning of different cultures.

### 9. Builds Trust

- Teamwork creates a strong bond and a team that enjoys working together. If you are able to trust a coworker, it provides a feeling of safety that enables teammates to open up and encourage each other. Trust in teammates also assists in open communication which could indirectly lead to increased trust in the organization and management too.



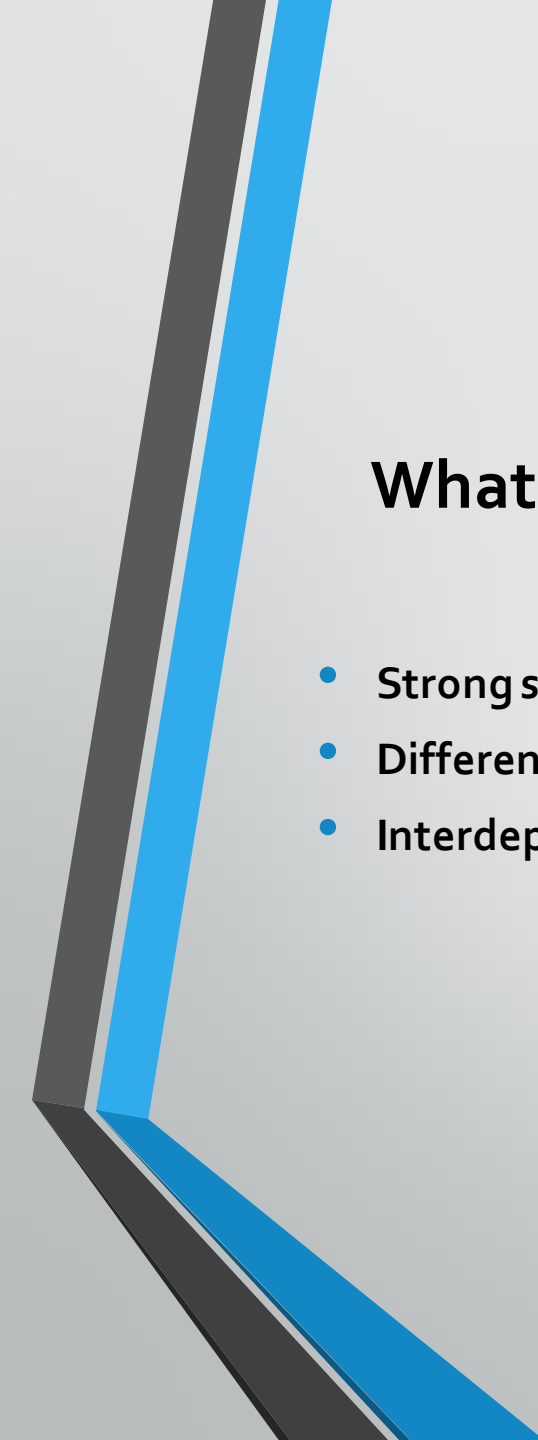
# Team role

**Team definition:** a time is a group of people that work together to fulfil a common purpose.

How a team is structured:

1. Team leader

2. Members



## What should a team have:

- Strong sense of identity
- Different roles for each member
- Interdependent activities

## Values of a team:

- Permanent, sincere and opened communication to each other
- Transparent conflict solving
- Trust
- Faith in the common goal
- Appreciating everyone's effort
- Help and respect
- Good leader

# The key of an efficient team



- Respect
- Active listening
- Recognising everyone's qualities

# Team roles

- Highly organized teams defines roles for each of its members
- Every member of the team must always know his role in the team very well
- Permanently redefine roles, many are confusing, forgotten.
- Roles shared in a team:
  1. Informal leader
  2. Innovator
  3. Organiser
  4. Assessor
  5. Finisher

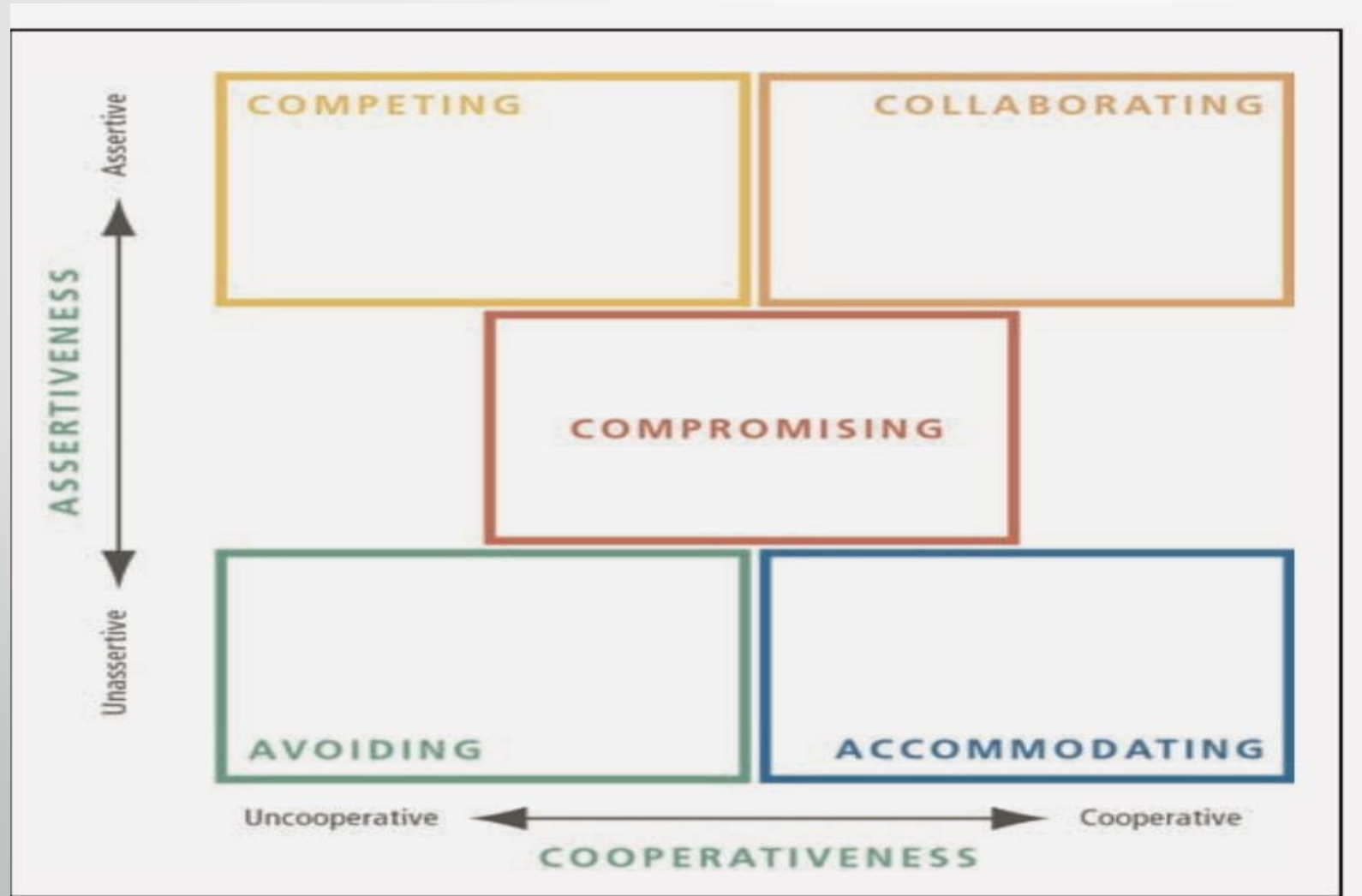
# Conclusion

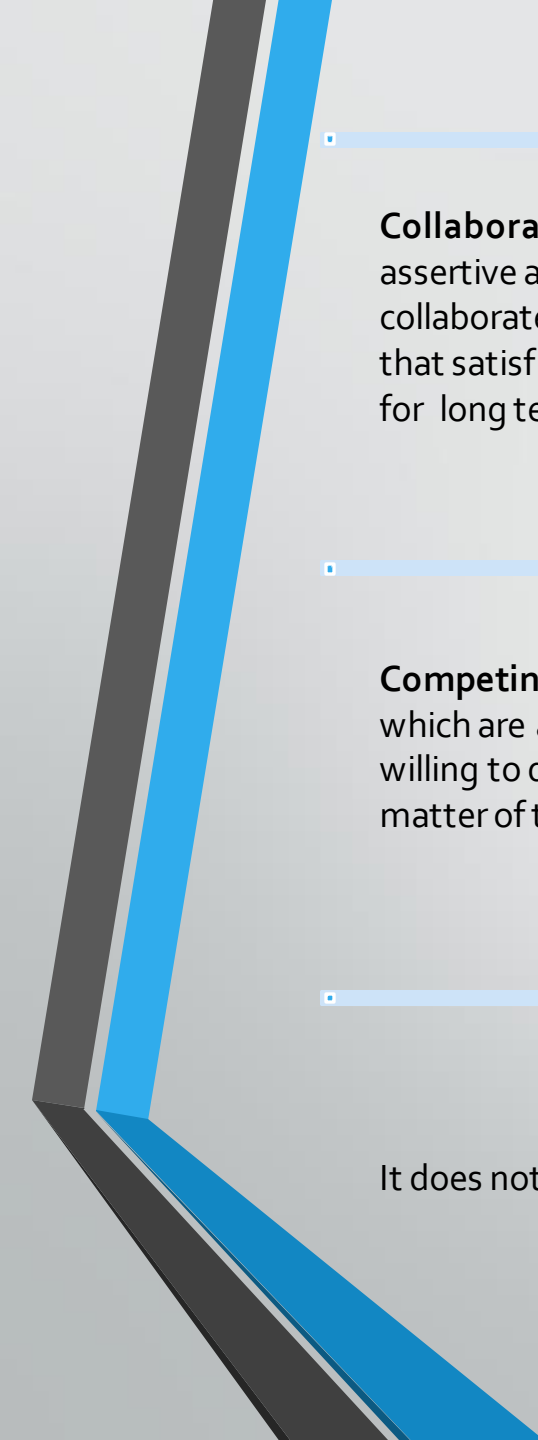
- Upon parting, people accept new roles in a team
- The conclusions are drawn, the reports are written, the files are archived
- There is a sense of accomplishment and a sense of loss that must be acknowledged
- You can learn from mistakes and share useful experiences

# Managing conflict in a team

- Conflict is a normal and natural part of any work place in the todays highly competitive society and different personalities working together
- Conflict can cause absenteeism, lost productivity and induce mental health issues due to high level of stress that we live in.
- On the other hand conflict can be productive and motivator as it pressures people to innovate and generate new ideas.
- Conflict needs to be managed effectively and efficiently in order to contribute to the success and development of the organisation

# Thomas-Kilmann Conflict Mode instrument



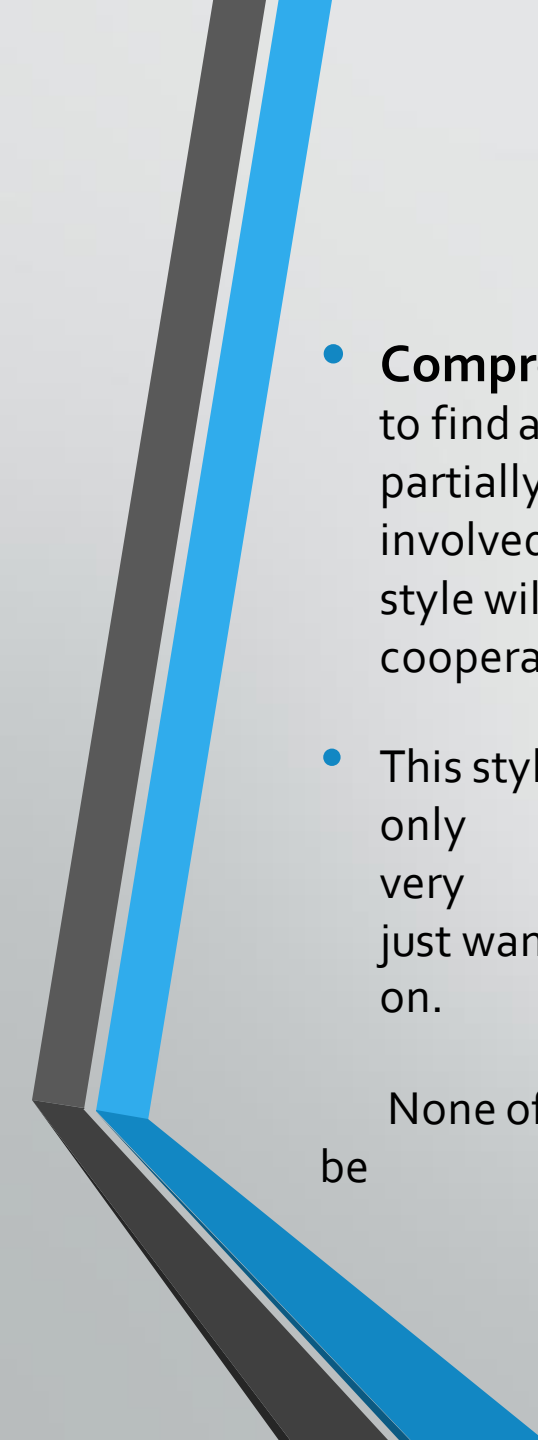


▪ **Collaborating Style:** states as a combination of being assertive and cooperative. This individuals will try to collaborate with others and willing to look for a solution that satisfies everyone. Collaborating works well for long term work relations

▪ **Competing Style:** applies to individuals that compete, which are assertive and uncooperative and they are willing to do anything in order to achieve their goals no matter of the consequences

▪ It does not build good working relations.

- **Avoiding Style:** individuals that tend to avoid conflict as much as possible. They tend to be unassertive and uncooperative while they diplomatically step aside and postpone dealing with the situation.
- **Accommodating style:** the opposite of competing, individuals have an element of self sacrifice in order to satisfy others. This type of managing conflict can end up in taking advantages of the weak and also cause resentment.

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- **Compromising Style:** the aim of this style is to find a mutually accepted solution that will partially bring satisfaction to both parties involved in the conflict. In the same time this style will maintain some assertiveness and cooperation.
  - This style is recommended to be used only when the outcome is not very important, such as when you just want to take a decision in order to move on.

None of the parties involved will  
be completely satisfied