



Reflection Report

Effective Teamworking and Communication Module – BMSW4009

November 2024

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Introduction

This reflection essay highlights the contributions made by me in the group work through which I realised that teamwork is very important when attaining group objectives. It is also important for team members to know where they belong in a team and in this group work I had naturally assumed the role of an "Implementer" which has been discussed by the Belbin's Team Roles model. The reason I consider myself as an implementer is because I had created a structured plan for the team by breaking the project into smaller tasks and then assigning them to each member based on their strengths. At the same time, I also realised that I had also been working in the role of "Team Worker" sometimes when it was needed. Such a role is assumed due to the fact that I was focusing on building harmony and resolving conflicts among the team members as well. These roles have defined how I performed in a team setting and how I addressed challenges, particularly when there was a conflict. From Belbin's Team Roles (Belbin, 2010) and Thomas-Kilmann Conflict Model (Benke, 2023) I have been able to gain great insights which allowed me to carry out teamwork in the proper way. The Gibbs reflective model has also been used in developing this essay report in order to be able to reflect on my experiences in an organised manner. This model helped me to a greater extent with understanding how I can better reflect on my experiences (Galli and New, 2022; Mullins & Christy, 2016).

Findings

Description:

In the group assignment, I realised that I was more inclined towards becoming an "Implementer" as defined by Belbin's Team Roles (Belbin, 2010). It is due to the fact that I had to divide the project into tasks and distribute them among the members according to their skills. This approach made the work-flow easier, and everyone knew what was expected of them. But there were some disagreements from time to time about how some of the tasks should be performed. For example, two members of the team had a conflict arising from the different priority they placed on ideas during implementation of the project (Benke, 2023). To this challenge, I assumed the role of "Team Worker" in order to facilitate resolving the conflict and actively promote contribution from all the members of the group. In another situation I came across a conflict management problem. When analysing the conflicting situation with the help of the Thomas-Kilmann Conflict Model, I realised that I was a 'avoider' at first because I thought that conflicts are detrimental to the spirit of the team. For example, a teammate constantly failed to meet deadlines, yet I never talked to him about that. This angered other members and the problem became worse. Finally, I settled for the 'collaborating' style of handling the conflict and encouraged the team to share the issue and helped them find a solution that would enable the member to participate actively and meet the deadlines (Jordan and Troth, 2021).

Feelings:

At first, I had a lot of confidence that I would be able to coordinate among the team as an Implementer. However, during conflict solving I was a little bit confused on how to handle them without affecting other members of the team. Non-assertiveness made me gain some time of peace but at the same time I felt worried about the issues that were never solved. After I had resolved the conflicts, I felt more empowered that the team continued to work smoothly. Such an action of resolving the conflict among the members gave me a sense of accomplishment and also strengthened my confidence in handling conflicts in future (Jordan and Troth, 2021).

Evaluation:

Assuming different roles in a team setting is important because one style of management is not very effective. Considering that I had assumed different roles in the team allowed effective communication among the team members and a smooth way of getting different tasks completed. This was one of the positive aspects of my experience, however I also observed that I was hesitant to address the conflicts in the team as I never did that before, therefore I witnessed both positive and negative aspects of my style of working in a team. Hence avoiding issues never tends to resolve themselves and there needs to be some proactive actions to resolve them.

Analysis:

Belbin's Team Roles helped me understand how I contribute to teams and adapt based on the situation. As an Implementer, I ensured the team stayed organised and focused. The flexibility to adopt the Team Worker role was crucial in maintaining harmony during disagreements. The Thomas-Kilmann Conflict Model revealed that my avoidance of conflicts was counterproductive. By using a collaborative approach, I was able to address issues constructively, ensuring everyone felt valued while focusing on team goals. I was able to learn about my strengths and weaknesses during this group work and theories that I studied in the module helped me better understand about how different roles can be taken in a group work effectively. In the capacity of an Implementer, I made it my responsibility to see that the team had a clear direction and the ability to switch to the Team Worker role was essential to ensure that there were no conflicts among the group members. The Thomas-Kilmann Conflict Model allowed me to understand that avoiding conflicts was not effective. Thus, adopting a collaborative approach to tackling problems allowed me to avoid any conflicts and to make sure everybody felt important while working on accomplishing team objectives (Mullins & Christy, 2016).

Conclusion and Action Plan:

The theories and models taught in the class has been of great importance which has allowed me to understand that I shall be addressing conflicts early and constructively by applying the Thomas-Kilmann model to analyse which is the most effective approach for

each situation. I will also continue to analyse myself and build on my strengths as an Implementer and Team Worker by staying organised along with ensuring that the tasks are completed in an efficient manner. Developing stronger communication skills is also one of my aims as there are some weaknesses in my communication skills and therefore polishing them will allow me to handle different situations more appropriately. I am confident in my ability to become a more effective and adaptable team member in the future through my reflection on these experiences and applying what I have learned.

References

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