

# **EFFECTIVE TEAMWORK AND COMMUNICATION**

## **Types of Successful Team Development**

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## **Introduction**

A "high-performance working team" is a group that consistently outperforms the competition in terms of results. This group of determined individuals has complementary skills and specialised knowledge. Performance excellence is actively pursued by the group via team effectiveness, teamwork, effective discussions, clearly defined roles, fast dispute solving, a common sense of accountability between the members and a shared trust. The article also offers suggestions on how HR can assist teams in operating at their peak performance (Lacerenza et al. 2018). These include choosing the best team members, offering proper training, settling disagreements, performing evaluations and outcomes facilitation, and offering remuneration and incentives.

## **Models of Communication**

Communication is one of the most important things when it comes to a successful team development.

Communication is also considered a complex and elaborate tool therefore, for many people it can be hard to determine when two parties may have started or finished a conversation. For this reason, some tools called communication models were created. They can be useful because they help define the communication in exact steps each step being described in different ways then giving a visual representation for each model.

Even if there are some very complex and well-defined models of communication it is still very difficult to understand what a person feels with a high accuracy during a small conversational engagement. (Zhang et al. 2020).

### **Shannon-Weaver communication Model**

According to Dickinson, G. 2022 The Shannon-Weaver model is probably the most popular model of communication. Back in the year 1948 W. Weaver and C. Shannon created this model which was going to state how communication works. Firstly, they created it as a linear model. This model explains how the information is transmitted between a receiver and the initial sender.

This model is mostly used in engineering and it is used to calculate the transmissions and data exchange in between two distinct devices. Based on this model, the one who sends the message (the sender) is responsible for starting the communication and who is also the source of data or source of information. When the communication starts a signal is transmitted towards the second party from the brain using the mouth, tongue and lips. Then the next step is when this signal

containing information is received by the second party even though it may end up mixed with other signals (in our case, sounds).

Despite its advantages, it has a number of detractors. One of the first disadvantages is that this model is well functional for regular conversations (in person communication) but it is not so good when it comes to different types of communication such as analogue or digital communication (e.g TV). Other problems also include the fact that the sender is always active but the receiver is passive within the communication. The communication process runs the danger of weakening as a result. A person listening to radio, for instance, acts as a passive role considering there is no response. The feedback which the receiver is tasked for is considered less important than the information that the sender transmits. The model assumes that communication is measurable. Lastly, in this model there are seven components: Sender, Transmitter, Channel, Noise, Decoder, Receiver and Feedback. (Dickinson, G. 2022)

### **Berlo's Model of Communication**

According to Juneja p. 2015, Berlo's model of communication operates on the SMCR model:

#### **S - Source**

The source contains: communication- This means that one has to be effective and create an impression on the listening side or the receivers, also he needs to have very good skills when it comes to communication. The one who talks has to mainly know how and when to make a pause, if there is a need to repeat strong words in order to make a point, how to create a sentence to give it meaning, and so on.

Attitude- It is very important to have the proper attitude, if the attitude is right then one can do anything. If the guy owns the appropriate mentality, no one can stop him.

Knowledge- It represents the precision and clearness of the information that the sender wants to transmit to another person.

Social System and culture - The social system is also an important aspect; one has to consider the social environment of the location of the communication. The culture represents the background of the listeners who are listening and who the speaker is communication to. (Juneja, 2015)

#### **M – The Message**

Within the message there are the following elements: Content, Element, Treatment, Structure, Code. Therefore, one cannot show his ideas to others in order for others to tell him what he is thinking. A thought must be expressed in words, and substance must be provided. The elements

of the message can include gestures, postures, face expressions, and more. The term "treatment" relates to how one presents and handles his message to listening person or public. One must comprehend the message's importance in order to handle it.

### **C – The Channel**

A channel represents the place in which the information moves from one sender to a receiver.

### **R – The Receiver**

As the receiver gets a message, he must try to understand what the sender is trying to communicate and also has to respond appropriately.

This action is also known as decoding. For a proper communication, the receiver should be able to understand what the sender transmits, that means he has to have the same capacity as the sender. He should also have proper communication skills so that he can comprehend what the speaker is saying. (Juneja, 2015)

## **Schramm's Model of Communication**

According to Schramm, the communication is a two-way, cyclical process between two parties: the one who sends the information which is the encoder and the one who receives: a decoder. The five components of the Schramm communication model are: Sender (encoder), Receiver (decoder), Message, Feedback and Semantic noise. Schramm proposed that communication is a cyclical, two-way process in which the sender and receiver alternate sending and receiving messages. Schramm believed that the flow of information in this cycle could only be sustained if both parties comprehended what the other was saying. Communication breaks down when the receiver is unable to comprehend the information being conveyed to them. The communication cycle is not complete until the sender receives confirmation from the receiver that their message was correctly interpreted. (Cuofano, 2022)

## **Requirements in a successful team**

### **Skills and continuity**

High-performance teams prioritize hiring and retaining their finest people, but they also make every effort to help underachievers find new employment. Morale often grows when performance improves. Once the team's talents have been selected, it is critical that everyone

has complementary skills (Smolska, 2022). Team members must demonstrate a continual commitment to performance excellence, act honestly and with regard for one another, and be willing to assume responsibility for the team's and their own organizations' success.

### **Motivation in a successful team**

Systems that recognize outstanding performance with monetary and nonmonetary rewards improve tactical execution of the team's goals. Intrinsic traits, such as feeling fulfilled in one's work and engaging in exciting activities, have the greatest impact on performance (Shaw et al. 2021). Furthermore, when people believe in their abilities and themselves, they are more likely to take calculated risks in order to achieve team goals.

### **Leadership in a successful team**

In order for a team to be successful the leader plays a very important role. Usually, the leader needs proper abilities in order to lead the team to success. He must be able to train the team, to guide the team in case of a problem and to inspire them to give their best. Not only this but research has shown that a leader has a big and significant role on the team's performance. Based on the team's leader skills in leadership and based on his abilities, he can influence the time the team member requires in order to develop some new skills themselves, on how motivated and inspired they are. In order for a team to succeed the team leader has to properly lead and manage the tasks and work, explain and train the people, properly communicate with the team members and fluently transmit the information. (Klynn, 2021)

### **Conflict management**

The ability of a team to manage disagreement determines its performance. According to these concepts, open communication means emphasizing the ability to tackle challenges head-on in an honest and open manner, as well as emphasizing teaching over directing (Judkins et al. 2019). Communication channels must be open for collaboration to succeed because they stimulate cooperation, sustain interest, and provide rewards.

### **Roles and authority**

Teams with more authority and responsibility, could develop new skills, are more enthused about the work at hand, and are better at making choices. The optimal environment, as described by researchers, is one that is "loose-tight," allowing for specific decision-making constraints but allowing room for individuals to make well-informed choices (Robbins, 2021).

## Successful Teamwork

Based on Scarnati (2001, p.5) teamwork is “a cooperative process that enables ordinary people to achieve extraordinary results.” Extraordinary achievements because teamwork necessitates collaboration and interdependence, and together a team of many people will always have better results than any individual. In a successful team there is a proper and free communication between its members, where all the members have the power to express their ideas and give suggestions. The team's goals for each session are always clear and thoroughly communicated. Members are flexible, caring, and motivated rather than criticizing, rude, or commanding. (Abdelwahab, 2019)

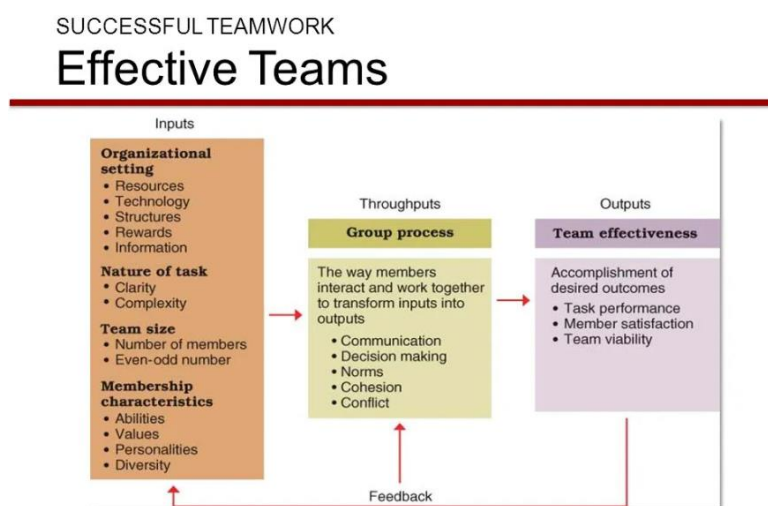


Figure 1: Successful Teamwork

Source: [www.indiafreenotes.com](http://www.indiafreenotes.com)

## Challenges to successful teams

There are always challenges when it comes to teams. This is because in a team, members are not the same, they may have different expectations, values, characters and therefore teams could be affected and vulnerable to various problems. One of the reasons for this is that all members share responsibilities for the final results, and for this reason some of the team members might end up doing more work in order to cover for those who didn't contribute enough and didn't put enough effort into a project. This situation can create bad relationships and bad feelings within the team which will, as a final result, only make the team inefficient. So, to solve this there should be some clear factors to define how much effort one has put and how much extra work has been done. Even if conflicts are a normal part of any team, they are always affective the performance of the team and they should always be solved as soon as possible. Otherwise, the conflicts may cause delays in the deadlines and deliverables. (Lumen, 2022)

# Types of Successful Team

## The Lencioni Model

This model is used in order to get ahead of some potential problems within the team. This model is quite different from the rest because it does the opposite. It actually spills out the pitfalls that teams need to avoid in order to be successful.

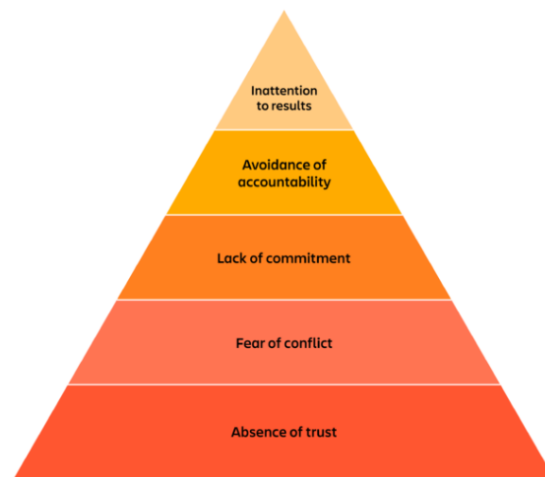


Figure 2: Lencioni Model

Source: [www.atlassian.com](http://www.atlassian.com)

The model talks about the five main factors that could lead to the failure of the team. The absence of trust is the first factor. This happens when team members feel that they cannot be honest and comfortable with the others. (Boogaard, 2022)

## The GRPI Model

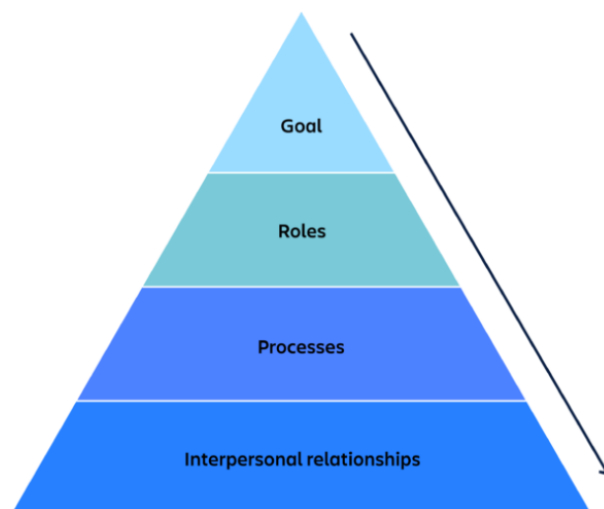


Figure 3: GRPI Model

Source: [www.atlassian.com](http://www.atlassian.com)

This model is used when one needs to know and acknowledge why the team is not performing optimal. This model shows that there are more causes to a team's poor performance. It is based on goals, roles processes and interpersonal relationships. (Boogaard, 2022)

## The Katzenbach and Smith Model

This model is good to use when in team there are very good individuals' workers who cannot properly work together.



Figure 3: GRPI Model

Source: [www.atlassian.com](http://www.atlassian.com)

This model shows that the teams should be following the following behaviours: accountability, commitment, and have the proper skills, in order to have collective work products, performance results and ultimately personal growth. (Boogaard, 2022)

## The T7 Model

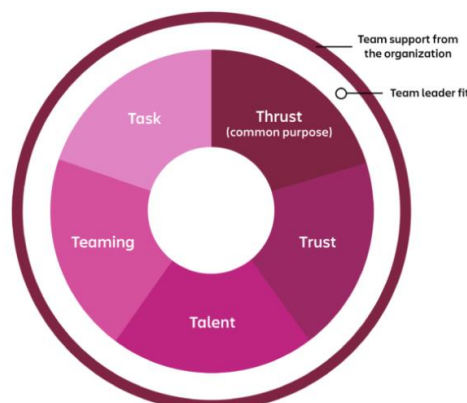


Figure 4: T7 Model

Source: [www.atlassian.com](http://www.atlassian.com)

The T7 model is used when someone wants to see how the team would fit into the bigger picture. Therefore, when a leader would want to analyse and improve the performance and effectiveness of the team they would look only at their team. Well, this model shows that in order to do that they should look at other factors as well. Those factors are: Talent, Task (ability to complete the required work), Teamwork capability, Trust, thrust (purpose to work towards), Team-leader fit and team support from the organisation. (Boogaard, 2022)

## **Conclusion**

The study discovered a significant link between how these six traits were adopted by different teams and their capacity to collaborate and generate high-quality work. According to the study's conclusions, when cooperative activities are offered, the workplace and organization should take these critical issues into account. For example, a template outlining best practices for constructivist learning designs that involve collaborative activities is necessary.

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