

EFFECTIVE TEAMWORK AND COMMUNICATION

BMSW 4002_LON

Student: Daniela Florentina Costache

Student ID: 1919219

Tutor's Name: Saquip Shamim

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INTRODUCTION

Regardless of the particular role of an individual, teamwork also plays an important role in enhancing the skills. Teamwork skills are the qualities and abilities that allow a candidate to work well with the other members. It allows a candidate to focus on communication skills to interact well with the other members (Group dynamics, 2019). Communication skills are the abilities that person use to interact with the people. Communication skills also play an important role in sharing the information and to influence people (Green et al., 2017).

Communication skills including listening, speaking, observing and empathizing.

Communication skills and teamwork both play an important role in the life of an individual in both academics and professional life (Rains and Bonito, 2017). Team communication skills help the team to be focused on clear and reachable goals. Effective communication skills allow a team to eliminate confusions from the tasks and reduces misunderstandings (Group dynamics, 2019). Teamwork skills increase the efficiency of an individual and help the team to provide good solutions for the problems. Both communication and teamwork skills help the employees to maintain a good relationship among the teammates (Green et al., 2017). The aim of the assignment is to provide a clear understanding of strategies requires for an effective team working.

DISCUSSION

LITERATURE REVIEW

UNDERSTANDING OF PROBLEMS

Group dynamics defined as the process which affects the internal thoughts and feelings of group members. Group dynamics ruin the relationship between the groups. Group dynamics can be easily seen in the workplace when employees are supposed to work together to achieve the tasks (Group dynamics, 2019). Group dynamic highlights how each person of the group affected by the actions of one person. Communication skills eliminate the communication gaps between the working groups and allow them to interact well. There are various communication theories which promote communication in the workplace. This theory provides the ideas on how to engage employees to discuss the various tasks to meet expected results (Green et al., 2017).

SECONDARY DATA FROM THE LITERATURE SOURCES

TUCKMAN'S THEORY FOR GROUP DYNAMICS

The theory which provides effective solutions on the problems of group dynamics is Tuckman's theory (Rains and Bonito, 2017). According to Tuckman's theory, there are five stages of the group development process including forming, storming and norming, performing and adjourning. These five stages relate the issues of the workplace and provides the better solution to develop an effective team (Tuckman's theory, 2019).

✓ FORMING

¹Forming is the first step where generally group does not establish and nature or task and leaders are not determined (Rains and Bonito, 2017). The team formed on the basis of trust and openness. This step gives strength to the team. In this stage, employees are generally

confused because their roles are not clear to them and due to unavailability of leadership quality (Tuckman's theory, 2019).

✓ STORMING

This stage shows the highest disagreement of the employees and faces conflicts while working as a team (Rains and Bonito, 20 various thoughts of accomplishing the tasks. If the conflicts in the increases the team becomes ineffective (Kiweewa et al., 2018).

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17). The team members face various challenges due to their NORMING various thoughts of accomplishing the tasks. If the conflicts in the increases the team becomes ineffective (Kiweewa et al., 2018).

Norming is the stage where the team shares the differences between an individual and completes the work with the help of group discussion. This stage is called the corporative stage which provides better results in the workforce (Kiweewa et al., 2018).

✓ PERFORMING

Performing of employees is only possible when employees get matured and attain the dealings of cohesiveness. In this stage, employees accept other thoughts and views to reduce conflicts.

✓ ADJOURNING

This stage is not experienced by every group. But this is the stage when an employee leaves after completion of the tasks (Tuckman's theory, 2019).

THEORIES FOR EFFECTIVE COMMUNICATION

✓ ADAPTIVE STRUCTURATION THEORY (AST)

It is one of the top theories which promotes group discussions. The theory is inspired by Anthony Gidden's concept of structuration. According to Scott Poole (2002), there must be few rules and regulations formed by the leaders to direct the team for proper communication. For example, this theory results well in the workplace where employees need to attend group discussion to complete the tasks (Hanley et al., 2019). This theory is

effective to develop strategies to improve the communication and interaction between employees.

✓ COGNITIVE DISSONANCE THEORY

According to the theory, members of a group hold incompatible beliefs simultaneously which changes the thought process of the employees while working in an organisation. This affects the discussion process and may lead to conflicts (Kiweewa et al., 2018). The theory provides various strategies to improve the communication skills of the employees. The theory promotes the ideas of giving respect to everyone's thoughts and ideas (Rains and Bonito, 2017). Giving respects to everyone's thoughts and believes maintains the healthy working atmosphere of the organisation. Effective communication skills eliminate the communication gaps between the working groups and allow them to interact well (Hanley et al., 2019).

CHALLENGES FACES BY TEAM DUE TO POOR COMMUNICATION AND GROUP DYNAMICS

The team faces challenges when they fail to effectively communicate on the problems. This leads the confusions and conflicts. The major challenges that the team member's faces are including missing of deadlines, arguments and low morale (Hanley et al., 2019). Poor communication creates various confusions like –

✓ ROLE DEFINITION

Role definition is the first step where the team members get ideas about their work (Kiweewa et al., 2018). If a person gets misinterpreted by the other's action in results conflicts. In this project, leaders play an important role to define the roles of each member. This helps the employees to understand their responsibilities to achieve tasks. This reduces misunderstandings from the workplace and makes team effective (Rains and Bonito, 2017).

✓ DIVERSITY

This is the biggest challenge that the team faces due to their different cultures and working styles of each member (Kiweewa et al., 2018). Poor communication decreases the interaction among the employees and many times this leads to the disrespecting of the ideas of the team members. These many times demoralize the members to share their thoughts (Rains and Bonito, 2017).

APPROACH TO THE PROBLEM

The above section includes various theories of group dynamics and effective communication skills (Kiweewa et al., 2018). These theories are helpful for the team members to understand their roles and perform well to complete the tasks (Recommendations for effective communication, 2019). Effective project leaders in the organisation conduct team building activities that enable the team to learn to work together and effectively. By gaining knowledge of the theories, a proper type of leadership style can choose to direct the team. This would be helpful to reduce the conflicts and to make team effective (Recommendations for effective communication, 2019).

According to Tuckman's theory, an appropriate leadership style can make a team effective and reduces the conflicts of the team. This theory also provides the various ideas of developing strategies to handle the team with proper interactions (Tuckman's theory, 2019).

EXAMPLE OF POOR COMMUNICATION SKILLS

My friend works as a marketing manager at Tesco Company. It is the well-known supermarket of the UK. Tesco hires employees from various parts of the UK which requires to widen the thinking of employees working in the organisation. To maintain diversity, the organisation aims to give respect to everyone's thoughts. He shared some of the problems that he and his team face due to poor communication (Sloane, 2017). Poor communication skills create group dynamics in any form like ignoring the sharing of an idea, disrespecting of others thoughts and views and many others. To accomplish a goal team have clear ideas of roles and responsibilities. As my friend told the team faces difficulties in handling the critical situations and problems (Rains and Bonito, 2017). The coordination between employees is poor and this affects the working if the employees. Many times employees miss the work of deadline due to poor communication. Group dynamics and improper leadership styles also become the reason for ineffective communication (Rains and Bonito, 2017).

JUSTIFICATION OF TUCKMAN'S THEORY

The stages presented by Tuckman was based on the research conducted on team dynamics. The team dynamics include open communication, empowerment, clear roles and responsibilities, goal clarity and etc. according to Tuckman's theory, a positive attitude of the group towards their members makes an effective team (Kiweewa et al., 2018). As the example shows the team members face difficulties in giving the agreements on the other employee's decisions. Tuckman's theory helps the employees to work on the collective decisions taken by the team together, this results in good outcomes.

To accomplish a goal team have clear ideas of roles and responsibilities. According to Tuckman's theory, group dynamics matters because it allows the employees to think creatively on the problems and enhances their quality of performance (Kiweewa et al., 2018).

RECOMMENDATIONS

The few recommendations to improve the communication skills of the employees based on the proposed theories are discussed below-

LISTEN ACTIVELY

Communication skills include speaking, listening and observing and empathizing. Listening actively maintains the temperature of the meetings and organisation (Rains and Bonito, 2017). In the given example, if an employee does not listen actively to the other employees leads disrespecting of the member. According to cognitive behaviour theory, listening skills improve communication skills. Listening actively to a person allows to understand its thoughts and feelings. This is an effective technique to understand the perspectives of other members and to find an approach to solve the problem (Fabrizo et al., 2019).

MAINTAIN DIVERSITY

Maintain diversity is the other way of giving respect to the thoughts of the members coming from different demographics (Rains and Bonito, 2017). Leaders of the organisation must provide them equal opportunities for every employee to share their ideas. The above example highlights the problems including employees do not accept the ideas of other members to handle the difficult situation. This lowers the productivity of the organisation (Fabrizo et al., 2019). To eliminate the problem from the organisation, a team leader must implement the Tuckman's theory to clear the roles and responsibilities of each person so that the employee can complete their work without interfering in other's work (Tuckman's theory, 2019). This would be helpful for maintaining the relationship among the employees of Tesco (Kiweewa et al., 2018).

REWARDS SYSTEM

Employees do actively participate in the discussion if they feel comfortable. Welcoming everyone's ideas increases the comfortability factor for each member. Providing rewards for

providing good suggestions increases the interest of the employees. This improves the productivity of the employees and organisation and also nourishes the relationship of the employees (Sloane, 2017).

CONCLUSION

It has been concluded that the team faces lots of problems due to poor communication and group dynamics. To improve the communication skills of the employees, the organisation must implement an effective leadership style. This allows the employees to work according to the commands of the leaders. The assignment includes various theories of group dynamics and communications to analyse the problems and to develop various strategies to handle the team. The report includes the example of Tesco Company where employees miss the deadlines of the work and this results in low productivity of employees and organisation.

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