

EFFECTIVE TEAM WORKING AND COMMUNICATION

GROUP MEMBERS:

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- Introduction
- Need of team working

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- Stages of team development

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- Team roles

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- Conflict management
- Successful Team development
- Conclusion



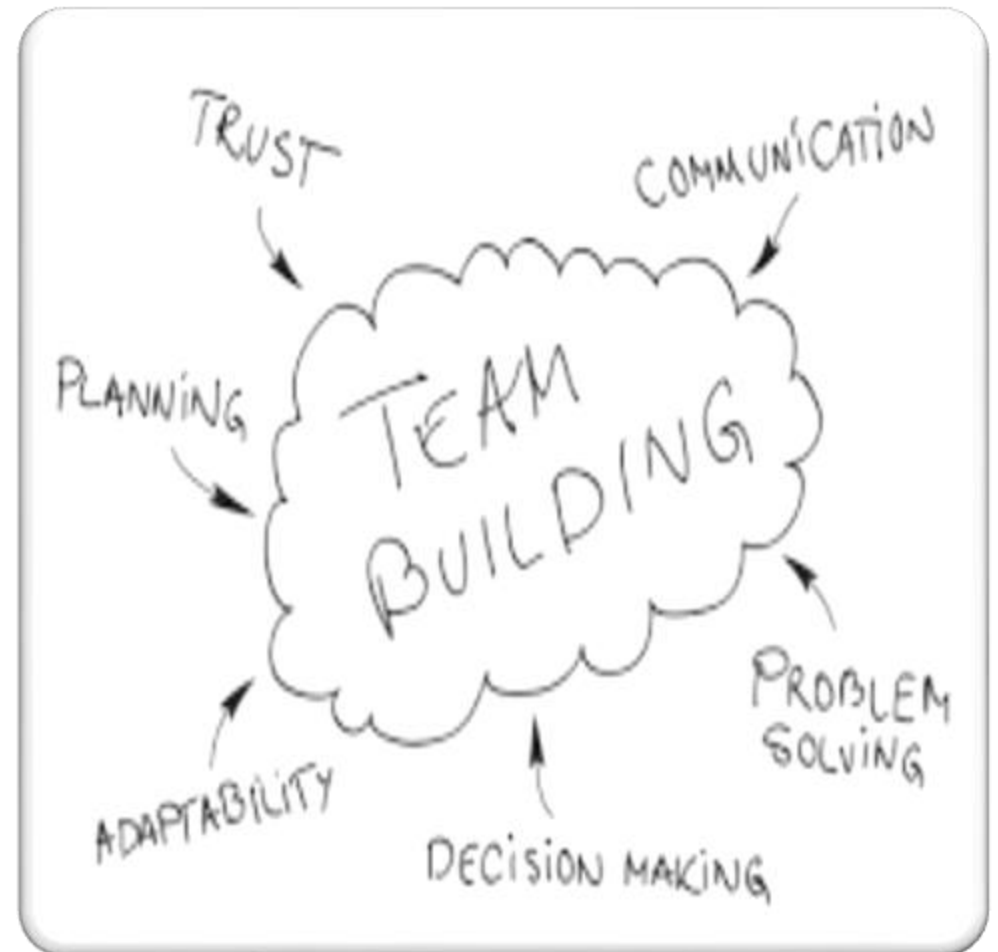
- MODULE: *EFFECTIVE TEAMWORK AND COMMUNICATION*
- MODULE CODE: *BMSW4002*
- MODULE LEADER: *LLOYD BEHARRY*

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INTRODUCTION

- ❖ Teamwork involves trust, collaboration, respect and good communication. Factors that use tactfully lead to efficiency and the same time add value to the organization.
- ❖ Team work only pays off when the team functions as a unitary whole, when all team members have a common goal.



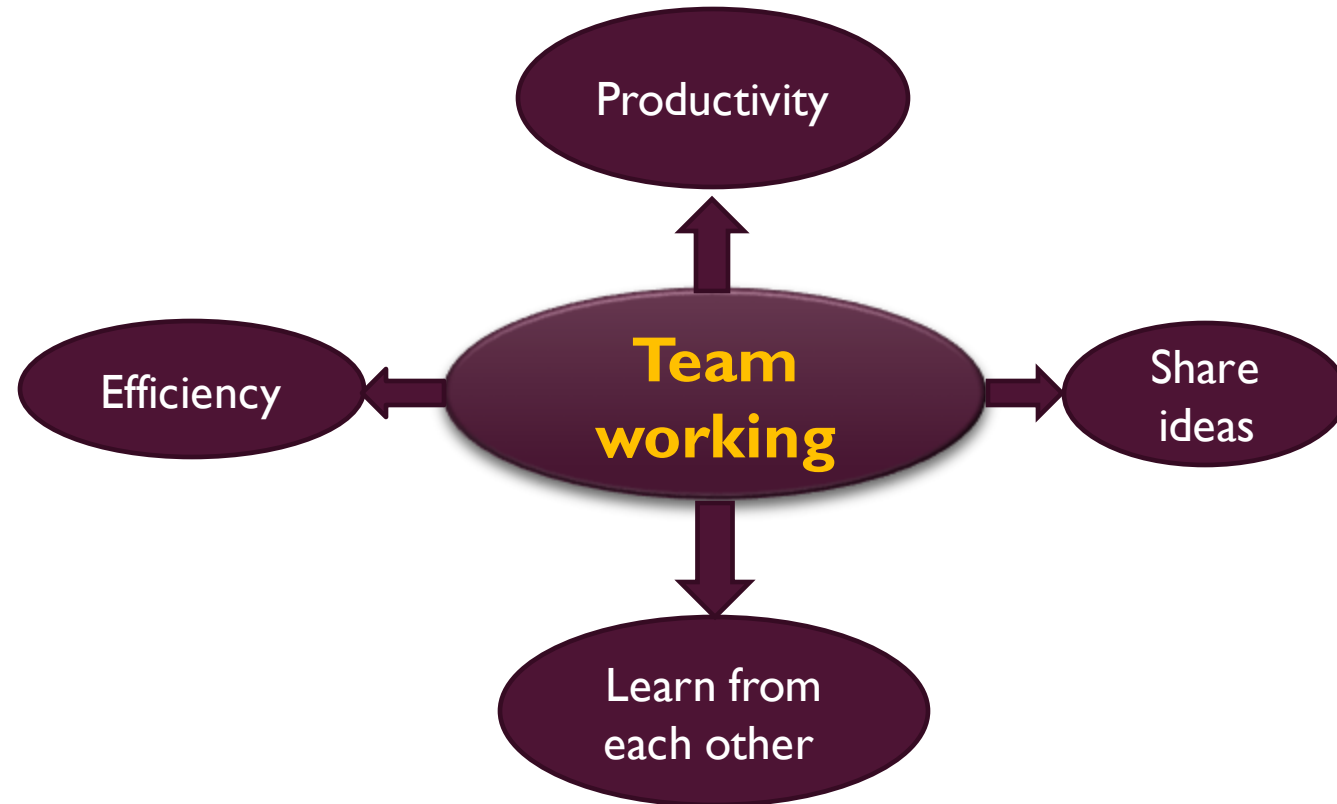
NEED OF EFFECTIVE TEAM WORKING

- **Leadership**
- **Responsibilities**
- **Communication**
- **Positive attitude**
- **Effective teamwork result**



BENEFITS OF EFFECTIVE TEAM WORKING

- Working in a team can be more efficient and sometimes can be fun
- Teams that work together are more productive and motivated
- Working with other members give you the chance to learn from each other
- One of the main benefits of teamwork is the ability to share ideas



IMPORTANCE OF TEAM WORKING

❖ *“Coming together is a beginning. Keeping together is progress. Working together is success-Henry Ford”*

- **It brings new ideas**
- **It's supportive**
- **Increased efficiency**
- **Share the workload**
- **Teamwork Improves Productivity**



STAGES OF TEAM DEVELOPMENT

- Tuckman's theory of team development
- Most High-performing teams go through five stages of development
- Stages of team development: forming, storming, norming, performing, adjourning



FORMING STAGE

- First stage: orientation period
- High level of uncertainty during this stage
- A member asserts authority and takes control
- Conflicts can take place

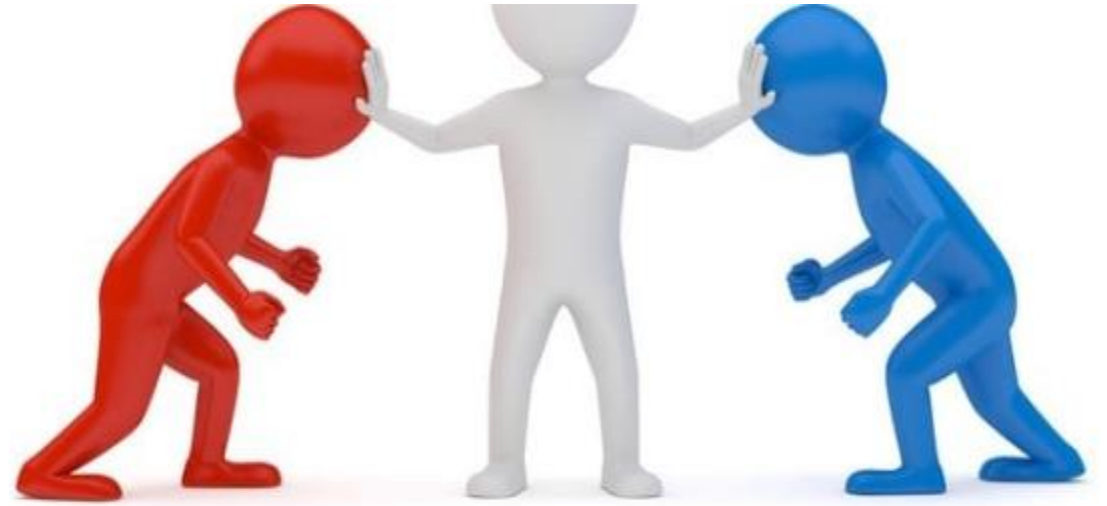
❑ Establish:

- Structure
- Goals
- Direction
- Roles
- It's possible that team task can be very low.



STORMING STAGE

- Team members begin to work together
- Difference of opinion regarding tasks
- Conflicts can occur
- Team members learn to solve problems together



NORMING STAGE

- Members are not focussed on individual goals
- Cohesiveness, interdependence, interaction, and beginning to trust each other (Tuckman and Jensen, 2010, p. 45)
- Members begin to feel like they are a member of the team and may enjoy the greater group connection.
- Increased productivity



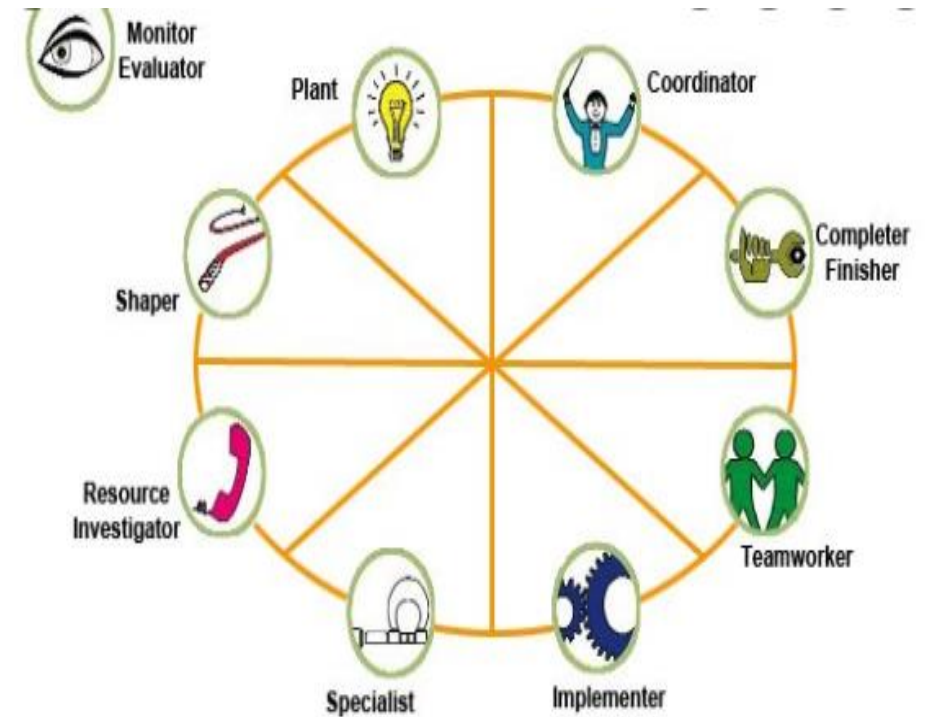
PERFORMING AND ADJOURNING

- High level of team performance
- Aim to reach the common goal
- High motivation level at the performing stage
- Final stage is adjourning



TEAM ROLES

- Belbin's (1981) theory of team roles
- Effective for assessing relative strengths and weaknesses of a team
- Nine team roles within three orientations
- Each team role has certain strengths and weaknesses
- Team roles describe the behavioural pattern of individuals



CONTINUATION

Action-oriented roles:

- Shaper
- Implementer
- Completer

People-oriented roles:

- Coordinator
- Resource investigator
- Team worker

Thought Oriented Roles:

- Plant
- Monitor
- Specialist

Belbin — Dominant
Traits



ACTION ORIENTED ROLES

❑ Shaper :

- Challenging
- Dynamic Individuals
- Work effectively in pressure

❑ Completer :

- Perfectionists
- Work effectively to finish the task
- Ensures quality

❑ Implementer :

- Practical
- Reliable
- Efficient



PEOPLE-ORIENTED ROLES

Resource investigator :

- Inquisitive.
- find ideas, and explores opportunities to develop contact .

Team worker :

- Helps team members to collaborate .
- cooperative, diplomatic and avoids conflicts .

Coordinator :

- focuses on the objectives of the team.
- mature, and confident, can identify talented people and clarifies objectives .



CEREBRAL ROLES

Plant:

- Highly creative people with effective problem-solving skills.
- Can solve difficult problems, and generate ideas

Monitor:

- Logical
- Impartial
- Strategic

Specialist:

- Possesses in-depth knowledge of a specific discipline
- Single-minded, and contributes to a specific area of expertise



LEADERSHIP ROLES HERSEY-BLANCHARD MODEL

- Directing
- Coaching
- Supporting
- Delegating



CONTINUATION

- **Directing:** Followers of the stage lack the ability and inclination to participate in **S1**, Hersey and Blanchard (1969). Leaders' duties and tasks are clearly defined in order for them to fully fulfill their obligations. **S1**, characteristics include clear directions, simple explanations, and constant supervision.
- **Coaching:** Leaders that use the S2 leadership style focus on enhancing the abilities of their followers.
- **Supporting:** His S3 leadership style is motivational and encouraging to his followers.
- **Delegating:** S4 The leader delegated authority, and the follower accomplished the task independently. When help is needed, the leader should provide it.

CONFLICT MANAGEMENT

Definition

- **Conflict** means opposition, disagreement, or incompatibility between two or more people in a team.

SOURCES of Conflict

☐ Communication skills

- inadequate listening skills,
- insufficient information exchange
- different interpretation and perception

☐ Structural factor

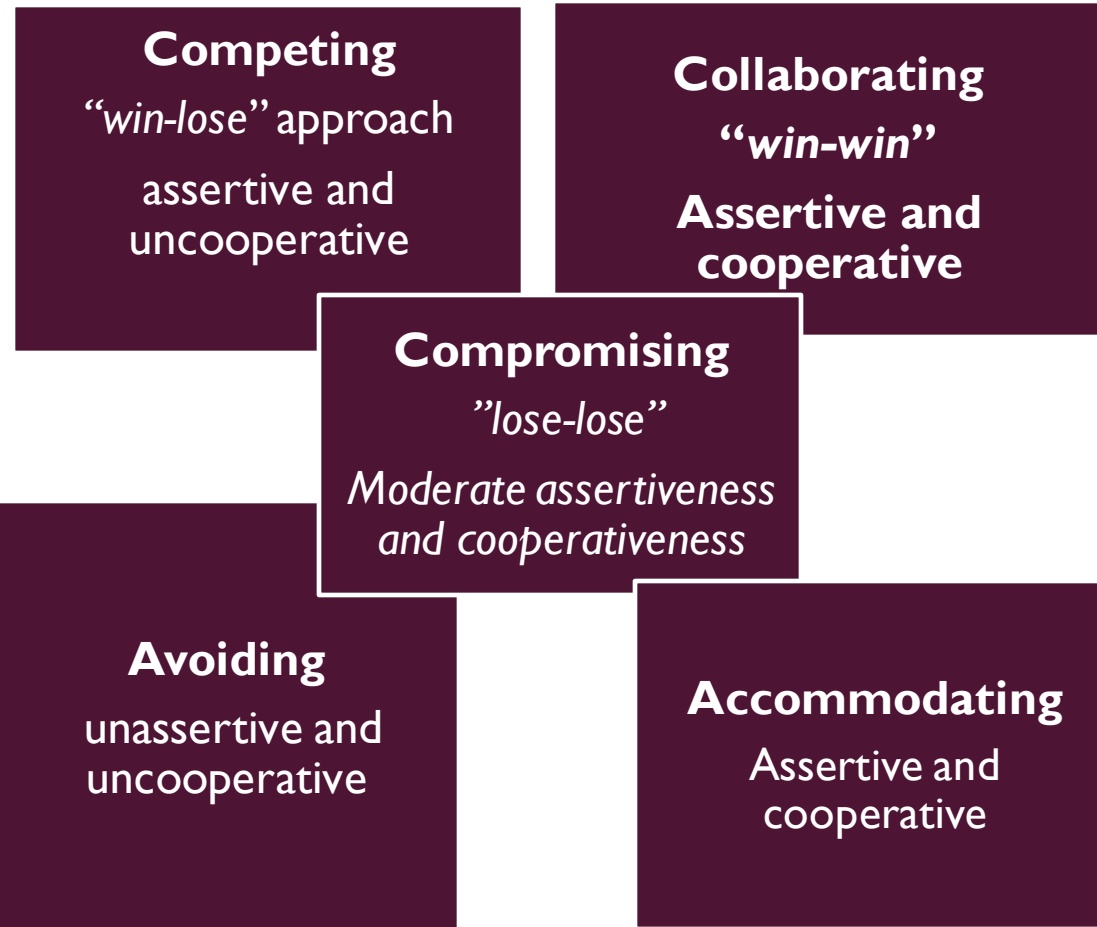
- disagreements include the size of the team
- levels of participation and levels

☐ Personal aspects

- a person's self-esteem
- personal objectives, goals

CONTINUATION

- **Five styles for conflict management according to (Thomas, 1976)**



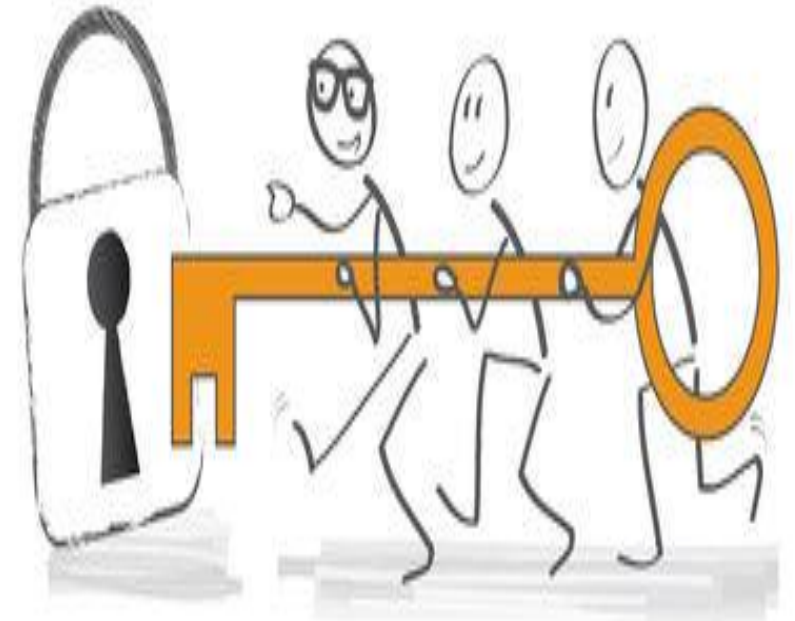
SUCCESSFUL TEAM DEVELOPMENT

- Different strategies to manage conflicts
- Conflict can improve team efficacy
- Strategies:
 - Effective listening,
 - Problem-solving,
 - Confronting,
 - Reconciliation,
 - Bargaining,
 - Avoiding
- Accommodating and smoothing



SUCCESSFUL TEAM DEVELOPMENT

- Leadership is crucial for successful team development
- ✓ Understanding responsibilities: A leader needs to ensure everyone knows their expected responsibility and role
- ✓ The leader needs to ensure the team has required nine Team roles as outlined by Belbin
- ✓ Members of the team must work together to achieve the same objective (IML, 2021)
- ✓ The leader and the members need to be prepared to deal with the change
- ✓ Dealing with the conflict with already developed plans and rules



CONTINUATION

- ✓ Effective communication within the members for ensuring transparency
- ✓ Transaction of ideas effectively for improving the task completion and facilitating innovation
- ✓ Developing trust within the team members for reliability and codependence
- ✓ The leader needs to adapt to different styles
- ✓ Team members need to be encouraged to get to know each other outside the work



CONCLUSION

- Teamwork influence and inspire people
- Team members motivate each other
- ❑ Increased employee morale and motivation



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THANKYOU !

Any Questions ?