

Effective team working and communication

Group 5



(Arkin, 2015)

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What is teamwork ?

- ▶ Is a set of activities done by a gather having a common reason or objective. (myaccountingcourse.com, 2021)

Teamwork skills :

- ▶ **Communication**
- ▶ **Support**
- ▶ **Problem-solving**
- ▶ **Listening and feedback**
- ▶ **Conflict management**
- ▶ (wikijob, 2021)

The importance of teamwork

- ▶ You learn about everyone's workflow
- ▶ Responsibility is shared
- ▶ Stress reduction
- ▶ Improved communication
- ▶ Efficiency
- ▶ Better for your personal life
- ▶ Improved problem-solving

(Anon., 2021)

Tips for Better Teamwork



thebalancecareers.com,
2021)

Benefits of team working

- ▶ Increases Efficiency
- ▶ Improves performance
- ▶ Encourages collaboration
- ▶ Develops trust
- ▶ Encourages innovation
- ▶ Improves service
- ▶ advances your career

(Leitch, 2021)

Five Behaviours of teamwork

- ▶ Trust
- ▶ Conflict
- ▶ Commitment
- ▶ Accountability
- ▶ Results

(magazine, 2021)



Tuckman's Stage Of Team Development

Introduction

- Tuckman's model of teamwork development phase describes how a group produces over a long period. The development has been divided into five stages: Adjourning, Performing, Forming, Norming, and Storming. According to Tuckman, the steps are necessary.
- Therefore, to grow its entirety, it is essential towards by overcoming all the obstacles that are necessary and inevitable as a team. They also need to work together to find solutions to problems, plan events, and deliver results.

Forming

- The group formation begins by “forming,” which occurs in the first phase of group formation. In order for others to recognize this, a person's actions are motivated by the desire to avoid misunderstandings and conflicts with others.
- People prefer not to talk about severe fears and emotions but instead focus on maintaining programs like group associations that cover what must be done and when .

Storming

- After that every encounter enters a phase of storming in which different concepts compete against each other.
- The employees are open and open to the opinion and points of view of others but also question the opinion of others

Norming

- The “norming” phase takes place at the group level. The behavior of colleagues acts as a mutual agent. In addition, the group cultivates work preferences that make work more natural and fluid.
- At this point, colleagues begin to trust each other, and inspiration increases as the group learns more about their work and goals.

Performing

- As for the groups entering the performing phase, colleagues are now more connected, motivated, and informed. Employees are now able and ready to stand up and make decisions on their initiative without follow-up.
- According to Tuckman, the next phase will be marked by disintegration, including downtime, quitting each group's work, and reducing organizational dependency .

Training

- Preparation has become a cycle that teaches us the process of teamwork—a place where employees could get to know new and innovative ideas and get information.
- Most associations invest time and resources in preparing their work, which leads to new things being acquired and learned. It is a different kind of preparation, which is crucial .

Importance of training in an organization

- The motivation is likely to be high which is one of the main reasons the organization invests in training new representatives. On the other hand, preparing experienced agents can be dangerous.
- The training requirement for these representatives are not always easy to define, and even if they do stakeholders may oppose the obligation to change the procedures established for the performance of their functions.

Lecture method

- The lecture method is most effective for a general understanding of the subject. Several variations in the structure of the conversation make it quite formal and perhaps even intelligent. Correspondence in a plain language only goes one way - from trainer to student.
- Most of the speeches that include the presented data follow. It is essential to follow the correct order of the individual subject areas to prepare the students for the content of the following courses.

Advantages

- One of the most significant advantages of e-learning is the convenience it offers. It allowed students to work and study at their own pace rather than being bound by the rigid time constraints of traditional learning.
- Since e-learning gives students access to teaching materials at any time, they can plan their studies flexibly around family, work and other activities. Another essential benefit of distance learning is the accessibility it offers.

Disadvantages

- The self-regulation required for e-learning is a significant obstacle to adoption. Working at own pace could have an advantage, but it can also be an obstacle in some situations.
- It has especially become true for students who have difficulty managing their time effectively and tend to be reluctant a lot.

Team roles

- ▶ Intelligence.
- ▶ Dominance.
- ▶ Extroversion/introversion.
- ▶ Stability/anxiety.



Leadership roles

HERSEY, P.
BLANCHARD, K.H.

Maturity/Development levels:

M1 (D1): Low experience/knowledge.

M2 (D2): Low experience/more knowledge.

M3 (D3): Experience/knowledge, need support.

M4 (D4): Confident, capable to work independently.

Styles of leadership:

Directing (S1)

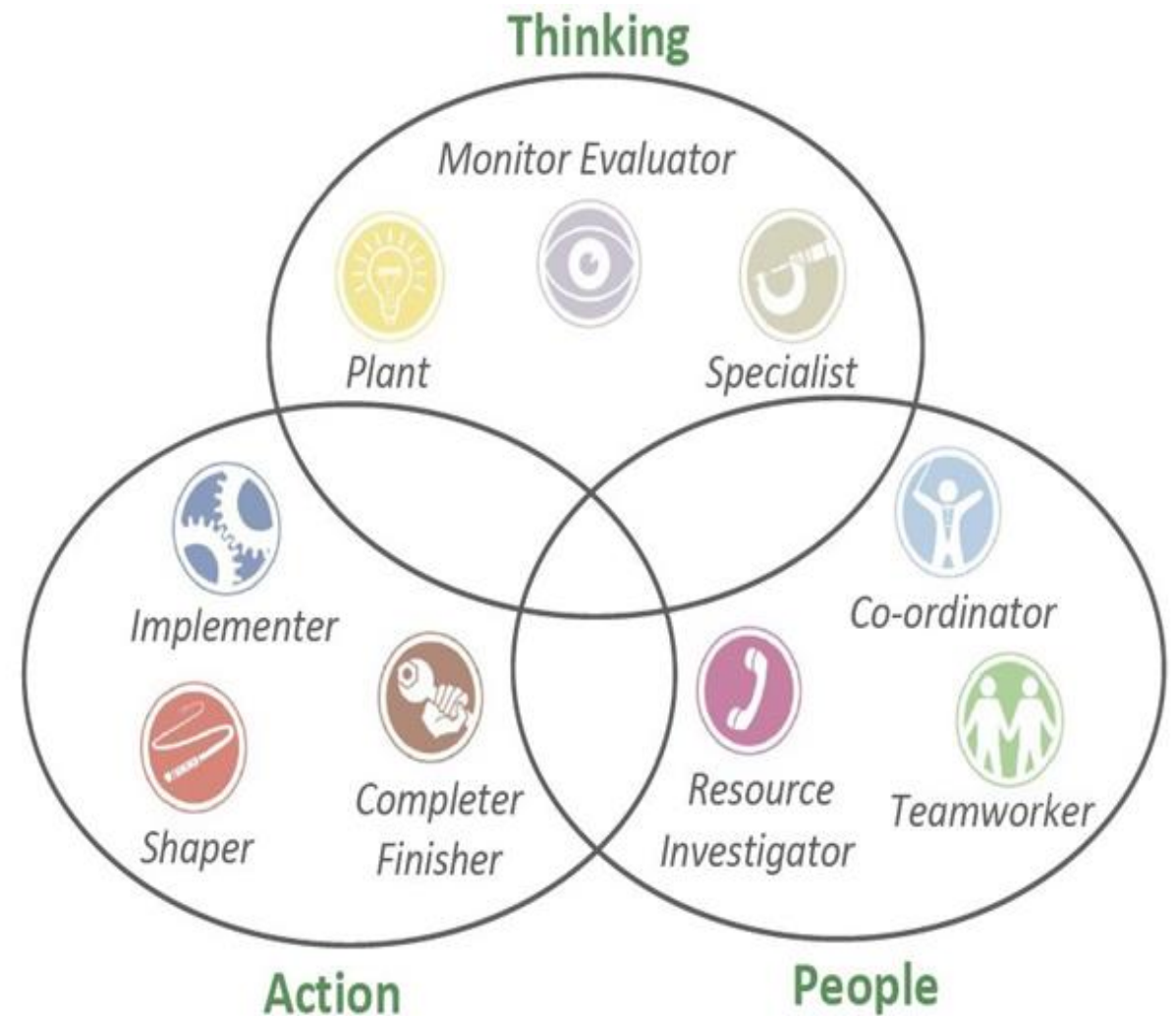
Coaching.

Supporting.

Delegating.



- ▶ 1. Monitor / Evaluator
- ▶ 2. Plant
- ▶ 3. Specialist
- ▶ 4. Implementer
- ▶ 5. Shaper
- ▶ 6. Completer / Finisher
- ▶ 7. Coordinator
- ▶ 8. Resource Investigator
- ▶ 9. Team Worker

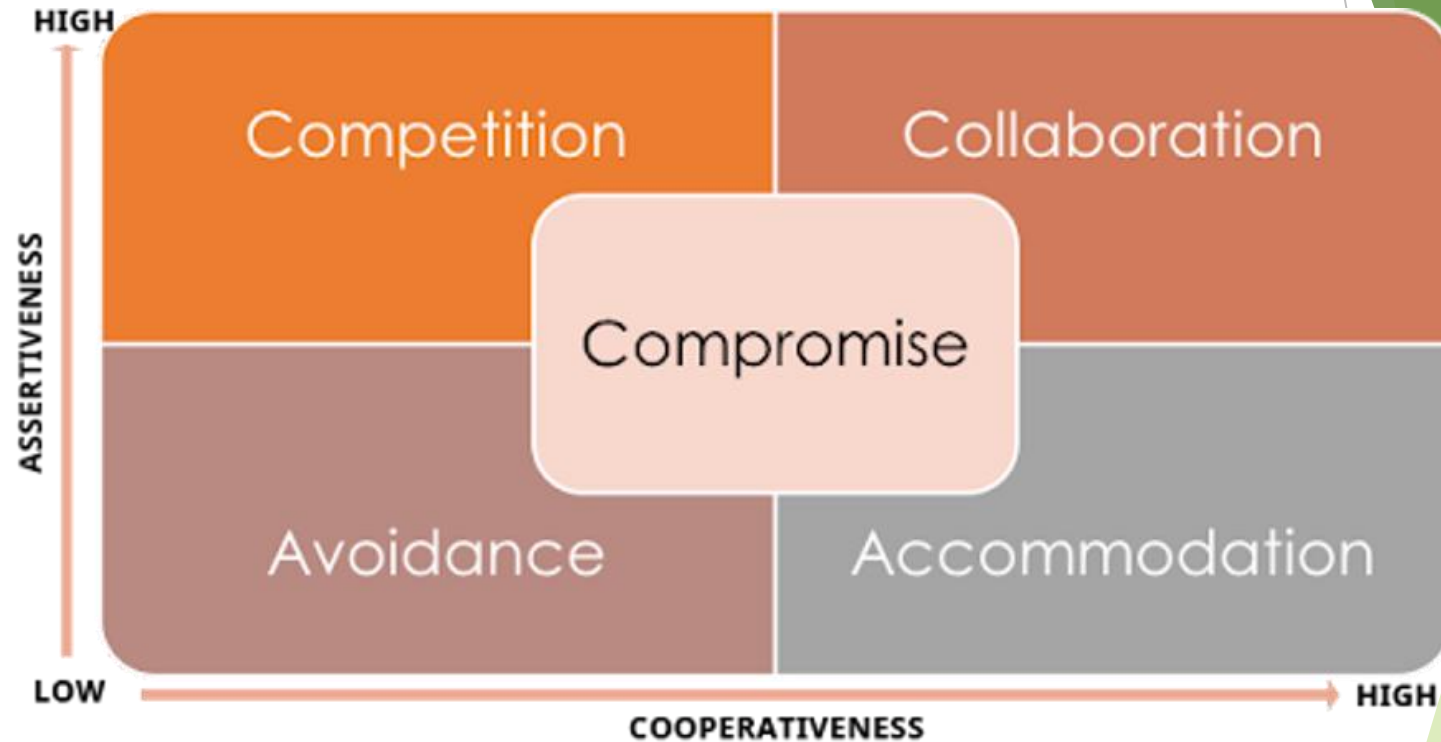


How do we solve conflict in the team?

In the 1970s Kenneth Thomas and Ralph Kilmann developed a model of conflict, describing the conflict as the condition in which people's concerns are incomparable.

If the things which two people care about are opposed, then there is conflict.

Model of Thomas and Kilmann



Avoiding

- sidestepping the conflict

Accommodating

- trying to satisfy the other person's concerns at expense of your own

Compromising

- trying to find an acceptable settlement that only partially satisfies both people's concerns

Competing

- trying to satisfy your concerns at the expense of others

Collaborating

- trying to find a win-win solution which completely satisfies both people's concerns (Ilan 2019)

When might this mode work best in conflict situations ?



•**Avoiding:** it is important to note that there are certain situations where the Avoiding mode can be the right decision.



•**Accommodating:** Picking and choosing battles when the issue your way isn't that important



•**Compromising:** Best suited for issues that are of intermediate importance to you important enough to matter, yet not critical



•**Competing:** When important decisions must be made in an emergency or when time is limited



•**Collaborating:** When all involved are committed to finding a win-win solution

Communication, Group Dynamics and Team Management

► The two-way communication system is important to ensure the team-building process

► It is needed to understand the psychology and behavioral characteristics of a group

► Understanding group dynamics ensure team management



Successful Team Development

- Performing **SMART** goals to develop the team management that tracks the progress report regularly.
- Sharing a common culture team can establish cultural values of the framework with a cohesive mission.



Successful Team Development cont...

- overall assignment, it can be observed that effective teamwork and communication is essential to measure team success



(tes.com,2021)

Conclusion

► This presentation helped us put into practice that teamwork is important for a successful organization and to achieve a common goal.

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