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Effective teamwork and communication :

Practical portfolio

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- **Module:** BMSW4002
- **Lecturer:** Tim Hopkins



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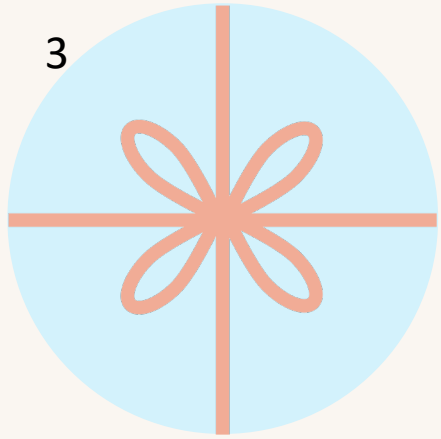
Team roles



Managing conflict

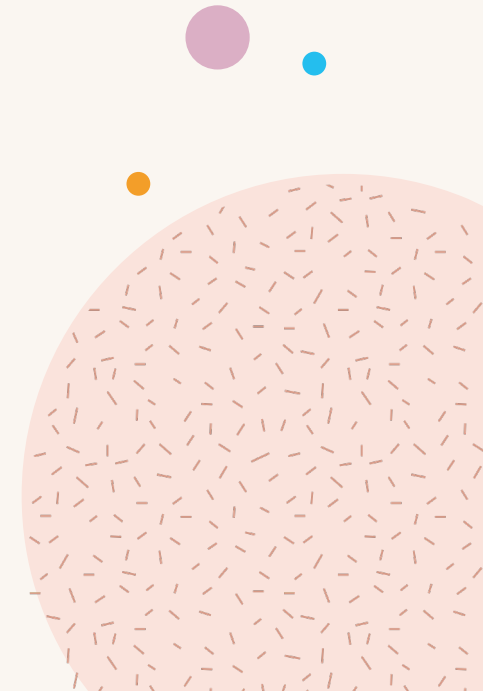
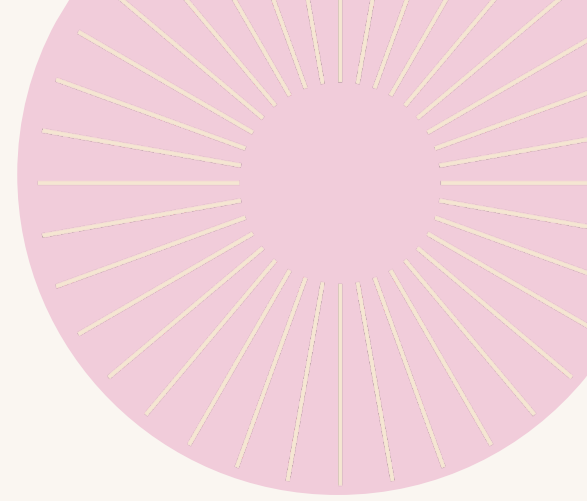


Successful team development

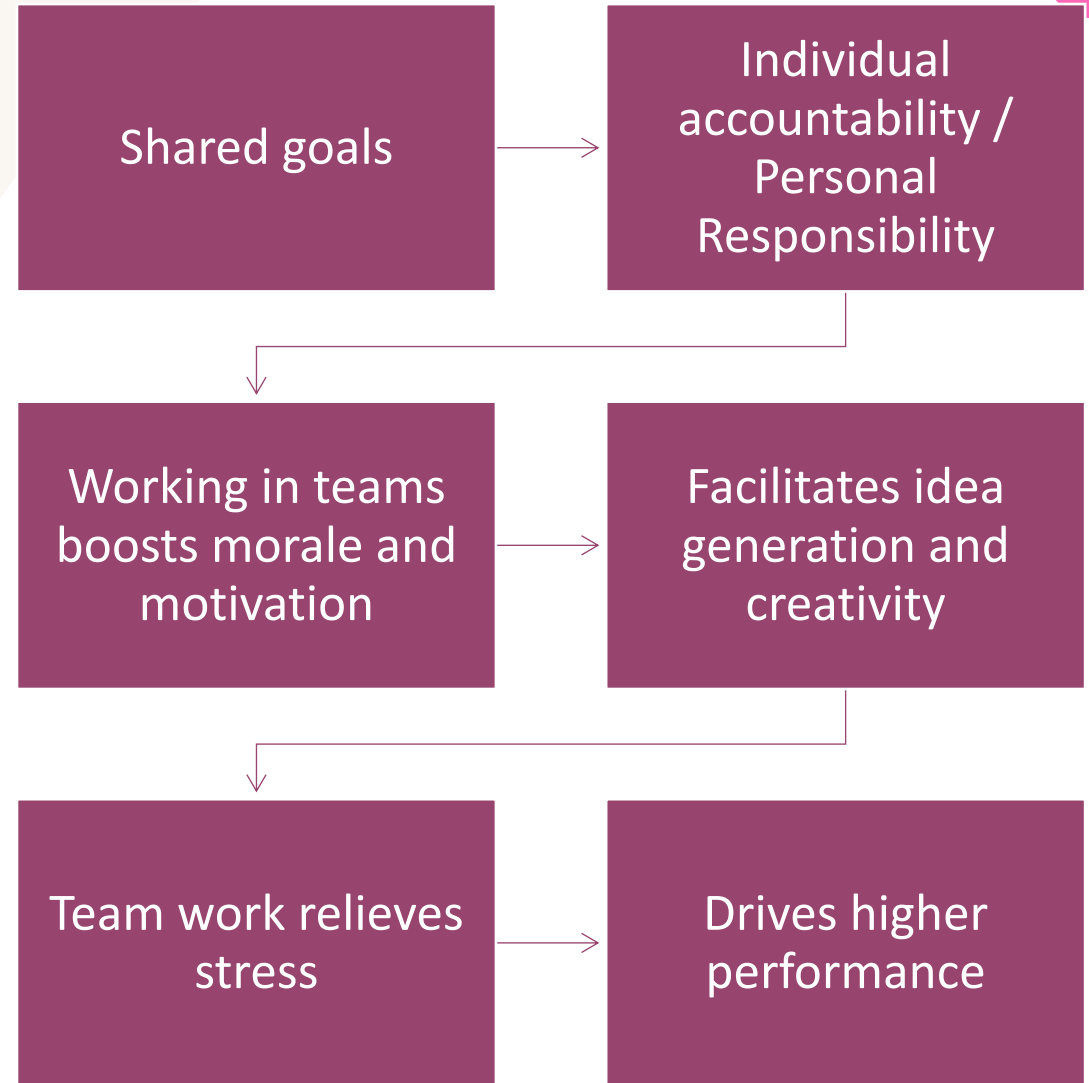


Benefits of team working

Alexandra Ilie (2022000)



What are the benefits of team working?



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Builds trust



Blends complimentary strengths



Promotes a wider sense of ownership



Variety of perspectives



Healthy competition



Improves company culture



Half R. (2021)

What are the disadvantages of team working?

Lazy team member

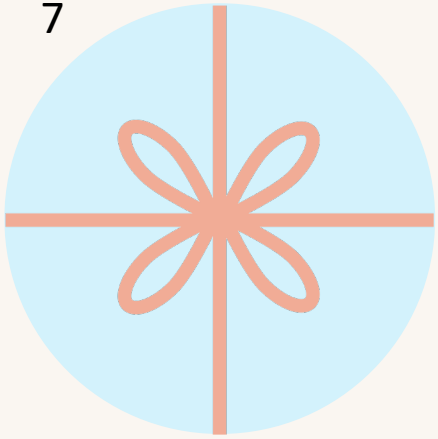
More time to achieve objectives

Free riders

Less training

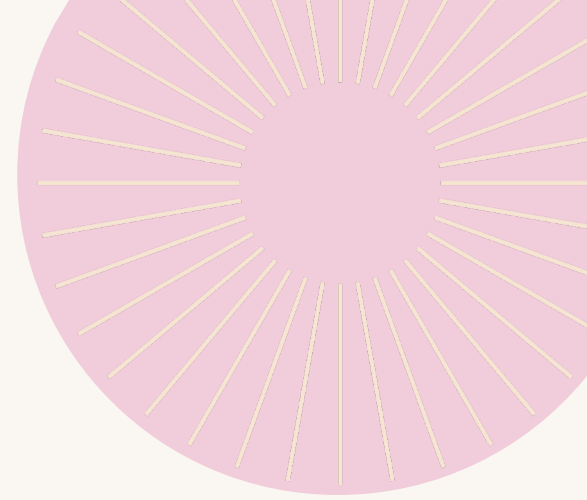
Not cooperative attitude

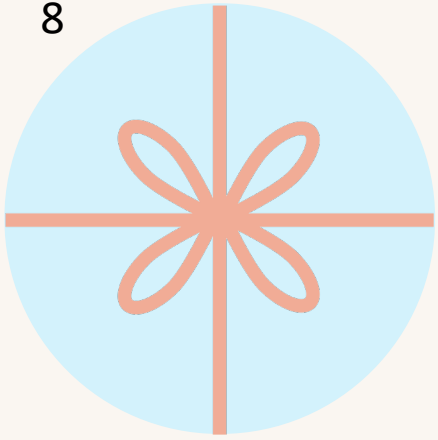
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Stages of team development

Alexandru Mogda (2022272)





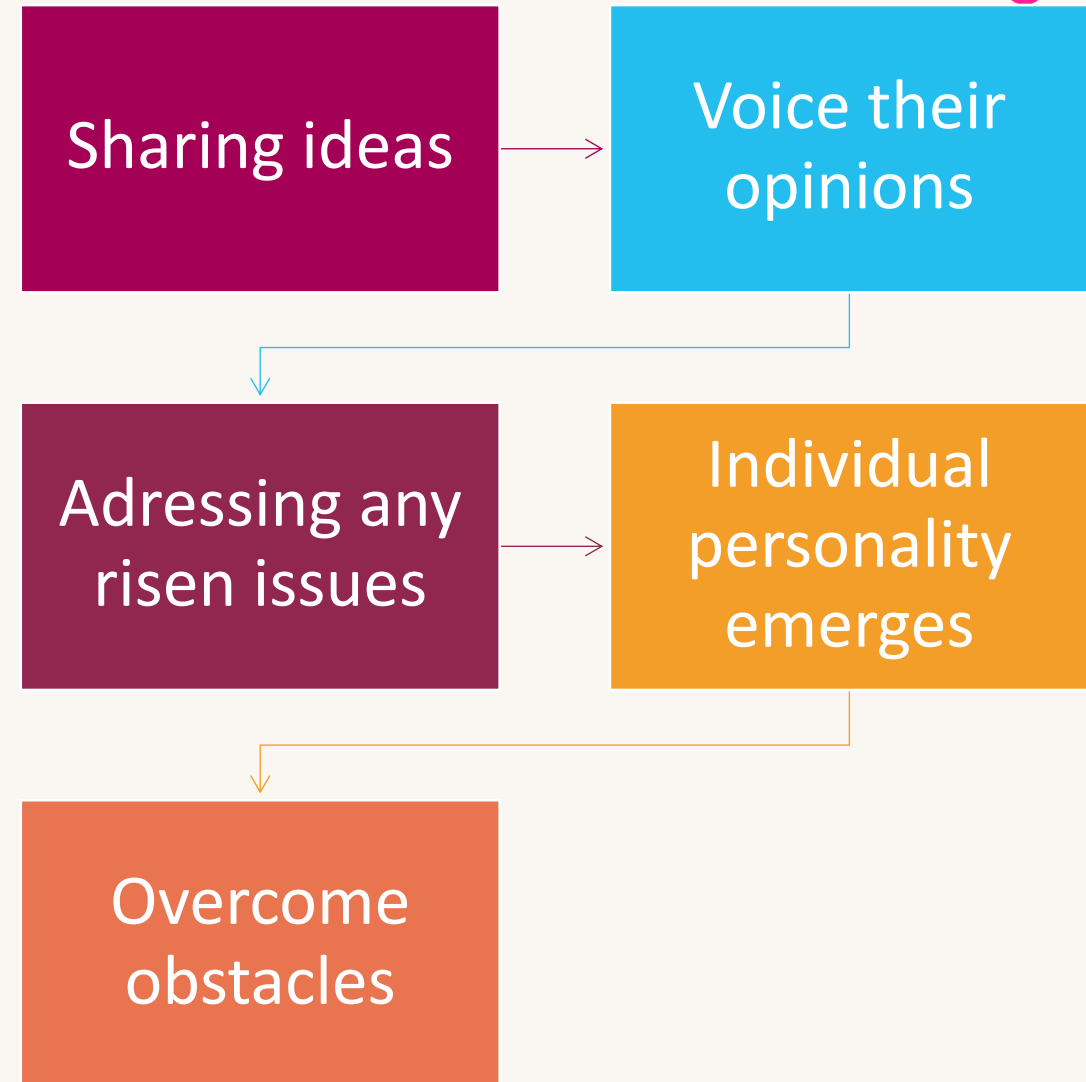
Bruce Tuckman team development model

- One of the most known team development theory
- Developed in 1965
- Describes the phases teams go through from initial formation through the completion of a project
- Highlights areas which may cause teams to fail

Forming



Storming



Norming

Issues resolved

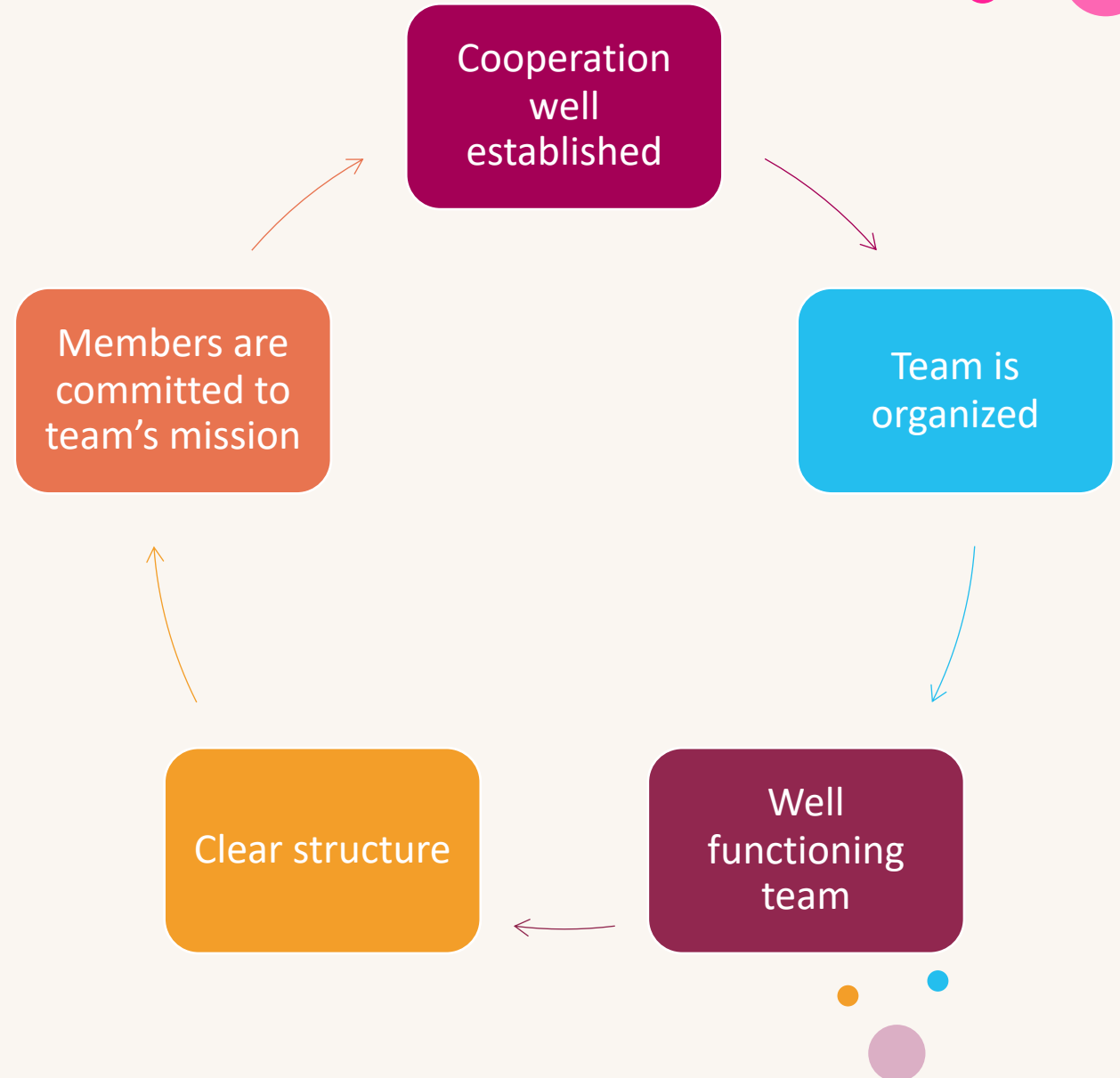
Obstacles overcome

Leaders and individual roles are known

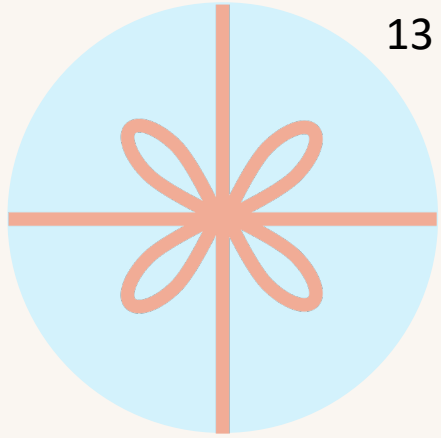
Unity emerges

Cooperate and focus on team goals

Performing



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Team roles

Andreea Lespezianu (2022642)

Meredith Belbin



Which are the team roles to have in a team?

ACTION – orientated roles	SHAPER	IMPLEMENTER	COMPLETER
PEOPLE – orientated roles	CO - ORDINATOR	TEAMWORKER	RESOURCE INVESTIGATOR
THINKING – orientated roles	PLANT	MONITOR EVALUATOR	SPECIALIST

What do these roles mean ?

Plant – creates ideas

Resource investigator – explores opportunities and contacts

Coordinator – promotes decision making and clarifies goals

Shaper – drives the team forward

Teamworker - provides support and encourages cooperation

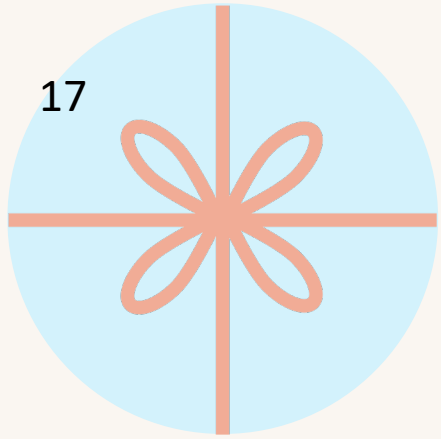
Monitor evaluator – objective mind, analytic strength

Implementer – turns ideas into action

Completer – has attention to detail

Specialist – technical knowledge and skills

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Managing conflict

Elena Deprez (2021159)

1970 model for conflict resolution was developed

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Describes two core dimensions while choosing a mode of conduct

Assertiveness or cooperativeness

From these two Thomas Kilmann gave us five modes for handling conflicts, used by many HR managers around the world

COMPETING – addresses only one's concern at the cost of the other

ACCOMODATING - individual neglects own problems while addressing the other party problems

AVOIDING – not wanting to engage in the conflict

COLLABORATING – finding a problem that addresses the collective problem

COMPROMISING - finding a mutually acceptable solution

THOMAS
KILMANN



What else helps managing conflict within the team ?



Clarify the source of conflict



Find a safe and private place to talk



Listen actively



Let everyone have their say



Investigate the situation



Determine ways to meet the common goal



Agree on best solution



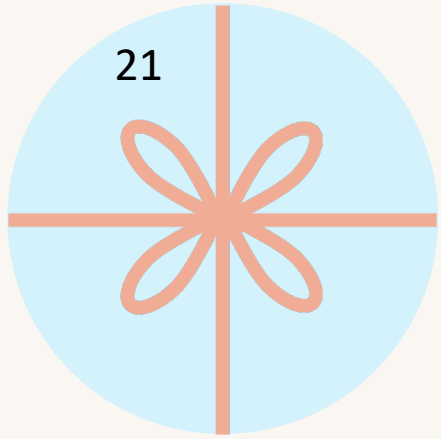
Determine the responsibilities each party has in the resolution



Evaluate how things are going



Decide preventative strategies for the future



Successful team development

Ana-Maria Trusca (2019595)

How to build a successful team?



Have a clear purpose



Identify the short and long term goals



Build an appropriate culture



Interpersonal communication dynamics



Employee empowerment



Emphasize the communication techniques



Team building activities / meetings



Define roles and responsibilities

Use proactive feedback

Acknowledge and reward

Celebrate success

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