

Effective Team Work and Communication

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Background of the company

In this report, The Company have selected for the preparation of the portfolio is “The Boring Consultants”. This company is a private limited company. It is situated in London, England, the United Kingdom. The Boring Consultants Company is a service providing company that belongs to the financial service industry. There are more than 40 employees are working for The Boring Consultants company on a daily basis. The employees of The Boring Consultants Company handle more than one hundred clients on a daily basis. Currently, the company has no other branch than its headquarters. But it provides online consultancy services to reach its existing as well as potential customers from all around the world. The main service of The Boring Consultants Company is the financial or business advices or consults. The Boring Consultants Company provides its customers with premium quality corporate advices and other business operational consultancies. The customers of this particular company are mostly businessmen or corporate entities. The customers directly ask for services from the employees of The Boring Consultants against a certain charge. All of the employees of The Boring Consultants Company are corporate experts and have yearlong experiences in the fields of business.

Selection of the portfolio

Motivation

The Boring Consultancy Company was my place of work for the assignment. In the particular organisation, I have worked for six months. I served as an assistant consultant of the company and provided the customers of The Boring Consultancy Company with the most effective and appropriate advices as per the requirements of the individuals. I had several motivations in terms of selecting The Boring Consultancy Company as the context of my portfolio of evidence assignment. The motivations also helped me while working for the company. Some of those are as follows:

Subject of the assignment

The subject of the given assignment is Effective Team Work and Communication. The discussion of the effectiveness of the impacts of communication over the concern of team work is done in this particular assignment. In order to study team work and its aspects was required to select an organisation that is appropriate in terms of fulfilling all of the criteria of the assignment. As it can be seen in the followed section, The Boring Consultancy Company is service providing company that is running its business entirely on the basis of the skills and efficient advising capabilities of the employees of it. The Boring Consultants Company's business is increasing day by day and because of the quick expansion in the business world the demand for the services of this particular business will increase even more. Due to the rapid expansion and increasing demand, it will be hard for The Boring Consultants Company to match the market demand at their current rate of service production. In order to cope with the ever changing and highly growing market demand, The Boring Consultants Company wants to introduce team work in the organization so that it will be possible for the business to satisfy the demand of its markets with the help of efficient work force. As the concern of the company matches with the topic assigned to us, I have selected The Boring Consultants Company to carry on with the task.

Knowledge of the assignment

The knowledge of effectively building a successful team is concerned with this particular assignment. The knowledge of building an effective team is also related with the individual skill and ability of mine in terms of initiating and building communication within the members of the specific team (Kaplan, 2013). While working in The Boring Consultants Company as an assistant consultant, I had come to learn about several aspects about team work. For example: I have come to learn that According to Tuckman, there are five stages remaining in terms of building or develop a team. Those are: Forming, storming, norming, performing and adjourning.



Figure: Tuckman's Team Development Stages; (Source: Gulko, 2015)

Forming: The team is initially formed and rules are established.

Storming: The communication starts and the members learn about their unique skills and abilities.

Norming: The unique skills and abilities of the members are developed and nourished.

Performing: The team members of performs the tasks assigned to them at this stage in order to contribute to the growth and development of the team.

Adjourning: The contribution of the members are recognized and rewarded by the company or organizational authority.

I have also learnt about the different types of roles of a team. According to Belbin's, there are nine significant roles are remaining in a team. Those are as you can see: Shaper, Implementer Finisher, Coordinator, Team worker, Resource investigator, Monitor evaluator, Specialist and Plants.



Figure: Belbin's Team Roles; Source: (Barringer, 2015)

Based on the behavioral tendencies of the team individuals, the team roles can be divided into three parts. Those are:

Action oriented

- ❖ **Shaper**: Shapes the team according to the demand of the situation.
- ❖ **Implementer**: Implements the ground rules of the team.
- ❖ **Finisher**: Completes the task efficiently.

People Oriented

- ❖ **Coordinator**: Manages and channels people
- ❖ **Team worker**: Works in a team and contributes at most.
- ❖ **Resource investigator**: Collects resources for the team.

Thought Oriented

- ❖ **Monitor evaluator**: Observes and monitors the team.
- ❖ **Specialist**: Has specialized knowledge over the work or task

❖ **Plants:** Invents new ideas and plans.

I have also learnt about the conflict management strategies of a team. I have specifically learnt about the Kenneth Thomas and Ralph Kilman's Conflict resolution strategy. This strategy has five stages to solve any conflict within the team. Those are:

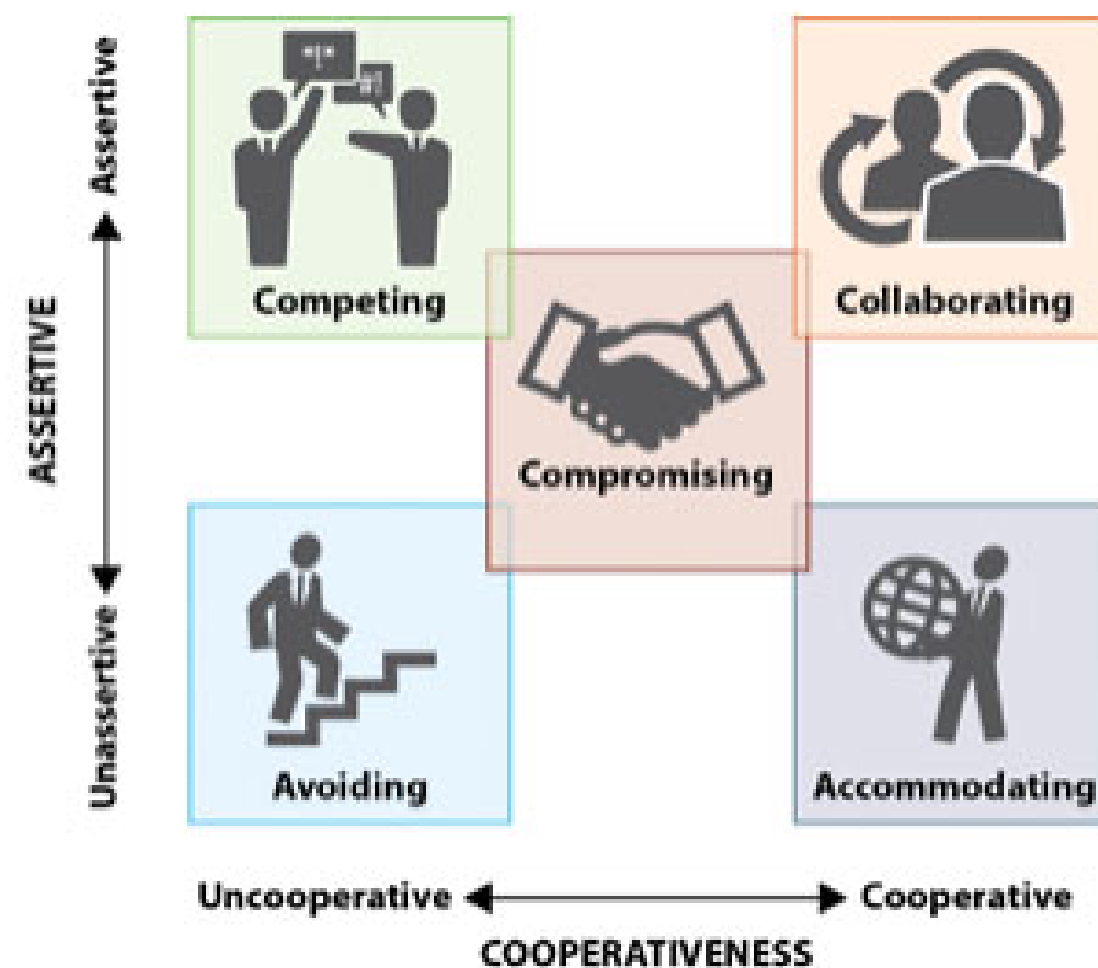


Figure: Kenneth Thomas and Ralph Kilman's Conflict resolution strategy;
Source: (Graham, 2017)

1. **Avoiding:** The team members can avoid the issue that is responsible for causing conflicts by imply ignoring it.
2. **Defeating:** The team members can solve the issue that is responsible for causing conflicts by imply facing it.
3. **Compromising:** The team members can compromise with the confecting issues.
4. **Accommodating:** The team members can help each other to solve the conflict.
5. **Collaborating:** The team members can deal with the issue by collaborating with each other.

These followed knowledge over the effective team work and communication worked as the motivations for my portfolio of evidence.

Mission

Personal expectations

The main reason behind my portfolio study over The Boring Consultants Company is to

learn about the aspects and essentials of developing a successful and effective team. I am looking forward to use my leanings from the study in several other sectors of my life. So far from the study over the concerned topic named, effective team work and communication over the context of The Boring Consultancy Company, I have come to learn about the following benefits of team work those can be efficiently used in several professional sectors. Such as: Team work directly increases productivity, so I can increase my level of productivity by working in a team. It helps the team members to use their creativity. This is how I can effectively increase my level of creativity and exercise to perform a task with more efficiency. Team work is helpful in terms of completing a certain task. It can be useful in terms of minimizing the wastage of time regarding the completion of a certain task (Burns, 2012). It helps to grow and build trust among the members of the team. I can exercise team work in order to initiate trust among the people I will be working with. Team work teaches to work as an entity. I can learn to be compatible to other people's opinion with the help of the learnings of team work. It encourages risk taking tendencies. I can be able to take on affordable risks in my professional life because of it. Team work increases the analytical ability of an individual. It can increase the level of my ability of analyzing the particular situations as well. It combines diverse skills, creativities and experiences. As like every other individual, I also have my personal set of skills, sense of creativity and some experiences of working in a team, it can also help me to combine and channel these characteristics of mine in terms of achieving specific goals or targets.

Career path

From the followed knowledge over the effective team work and communication worked as the motivations for my portfolio of evidence in the context of The Boring Consultancy Company, I can hope to start my own career in the service industry by following the path of specialised team work. I too can hopefully start my own consultancy centre with the help of the skilful and capable work force who will be working as a team for my organisation and will directly contribute in the growth, development and sustainability of my business.

Practical work

For the last six months, I had been working as an assistant consultant of the well-known consultancy named, The Boring Consultancy Company. The company is entirely service based. Therefore I was also required to provide essential consults to the customers of The Boring Consultancy Company as per service policy initiated and maintained by the company. I happened to provide advices those are related to the financial, managerial, operational or even the marketing sector of a particular business. Being a newly recruited employee, I mostly had to handle the customers who run small or medium enterprise or even entrepreneurs. From the training I got from The Boring Consultancy Company, I knew the fact that in terms of providing the most appropriate and accurate business advice to a customer, the background check is the most essential part of the process. By following the training I had received, I had always checked the backgrounds of my clients and then provided advices as per their individual requirements. For example: Once I had a client named Mr. Woods who wanted to establish a restaurant named Wood Smoke Steak House. The main food element of this business will be classic steaks with the touch of fusion cuisine. The business will be operated within the United Kingdom but initially will establish in a major city like London. As he explained his future plan regarding his innovative business idea, I tried and checked his background in order to learn about his business skills, prior experiences. From the study over the background of Mr. Woods I came to learn that even though then business had no issues related to the Intellectual Property rights, the plan of the overall business was not efficient. The sources of funds for the initiation of the restaurant were not enough and can cause the business to stop in the midway due to the lack of working capital. So I suggested Mr Woods to establish the business with the association of another partner in order to avoid any future harm in the growth of the company. He took my advice and established the business by remaining in a partnership with his brother. The business of Wood Smoke Steak House is facing sustainable growth in the current market. I managed to provide him with the most appropriate suggestion with the help of my prior training and association of the other team members in The Boring Consultancy Company.

References

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