



FABID

Preschool & Daycare

Effective Teamwork and Communication

Content & Participants

01. Introduction – Dewan Ashrafi (1916230)
02. Benefits of Teamwork - *Dewan Ashrafi (1916230)*
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04. Team Roles - *Forida Yasmin (1914427)*
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TEAM

Together
Everyone
Achieves
More



Introduction

Basketball legend Michael Jordan once said, "Talent wins games, but teamwork and intelligence win championships." (Conley, 2018)

Team: A team is a group of individuals who use their skills, experiences, knowledge and resources and combine their effort to achieve a common goal.

Teamwork: To complete a common task when a team collaborate efficiently or effectively is called teamwork.

FABID, a preschool and daycare has been used in this presentation to discuss various features of 'Team' and 'Teamwork'.

Setting up goals

- Teamwork enables members to see problem from different perspectives.
- Generates various new ideas.
- Gives clear view on the core issues.
- Target or goal can be measured more precisely.
- Wisdom of crowds. It often produces a more accurate, practical and innovative solution which an individual may never come up.





Increases potentiality

- Maximize the involvement of members.
- All members share the same goal or vision while executing their defined tasks.
- Helps with greater aptitude from members. Group members bring in a variety of skills to handle complex or large problems.
- Increases sharing of Information, knowledge and experiences between individuals.
- It helps to reduce workload from individuals which allows them to perform their tasks more effectively.





Positive work environment

- Develops a wider sense of ownership and authority among the members.
- Team members feel more secure and loyal to the company/ team.
- Helps members to cope with stress and emotions.
- A successful team often creates a fun approach to work. Happy members can contribute to the course.
- Members feel more valued which eventually boost their morals.
- Encourages healthy completion between members which brings out the best from them.



More Productive

- Individuals feel free to take risks to achieve better result.
- Helps to reach a faster resolution. Time management can be more precise to finish a certain job.
- Boosts productivity by adding up everyone's contribution.
- Expressed by the wrong equation ($1+1=3$ or more) which implies teamwork synergy achieved only when the whole production is greater than all individuals combined efforts. (*The 7 Habits of Highly Effective People*, Stephen Covey, 1989)
- Creates Leadership and future roles.





Improves knowledge and skills



- Helps to learn and share different skills.
- Members become more experienced and skilled for future projects.
- Builds professionalism in members.
- Feedbacks can be shared after a task to analyse and plan future projects.
- Develops interpersonal relationship and communication.



High Performing Team



- Ideally should be consists of five to seven people
- Members should have different types of skill which shall complement each other work
- Team members need to have a true and honest commitment towards achieving the team goal
- Needs to have a precise goal to improve performance and to avoid any confusion
- Clear communication, mutual accountability and in-depth understanding of the target are the basic components to make a team highly successful (*Katzenbach and Smith 1992*), (*Chowney, 2013*)





Stages of Team Development

Presented by Aidah Becky Namuli

Bruce Tuckman identified four stages of team development in 1965 and Mary Ann Jenssen in 1977 respectively

Forming



- This when a team is chosen and there might be new members joining the group to identify its goals (mindtools, 2020).
- There are minimum interactions and feedback due to lack of status (Maund, 2017).
- Work is not the foremost issue at this point.
- Scheduling for tasks for the team and knowing your stand.

Storming

- Lack of participation and authority(Mindtools,2020)
- Members they are high with emotions, conflicting with leadership, it is challenging.
- There is a lot of power struggle at this stage as some members want to emerge as leaders.



Norming

- Ground rules are set for team performance.
- Positivity and supportiveness for each other.
- Eager to give feedback to the team (Maund, 2017).
- Conflicts are resolved with more mutually.

- positivity





Performing/Adjourning

- The pinnacle of performance, the leader is more of a facilitator aiding the team
- Very independent and conflict is handled in a constructive manner (The Team Building Company, 2020).
- There is gratitude and sadness too.
- Ready to move forward provided there is another opportunity (Mindtools, 2020)

EFFECTIVE TEAM ROLES

Belbin's Team Roles

According to Dr. Belbin Every individual's contribution to a team can have the following traits:

- Intelligence
- Dominance
- Extroversion / Introversion
- Stability / Anxiety

There are 8 team roles can be identified:

Coordinator
Implementer
Planter
Monitor / Evaluator
Resource Investigator
Team Worker
Shaper
Completer / Finisher



BELBIN TEAM ROLES

Action oriented

- Shaper
- Implementer
- Completer/finisher

Shaper - Challenges the team to improve

Implementer-Puts ideas into action.

Completer finisher-Ensures through timely completion.



People oriented

- Coordinator
- Team working
- Resource investigator

Coordinator-Acts as a Chairperson

Teamworking-Encourages cooperation's.

Resource investigator-explores outside opportunities



Thought oriented

- Planter
- Monitor/Evaluator
- Specialist

Planter- presents ideas and approaches.

Monitor/Evaluator- analyses the option.

Specialist- provides Specialised skills.



BELBIN TEAM ROLES

- **Action oriented**: There are three Action oriented roles focused on challenging the team to improve performance by interpreting the ideas into action and meeting deadlines.
 - **Shapers**: Shapers are Extroverts and question assumptions. They can be offended easily.
 - **Implementers**: Implementers bring self-discipline to the team and get things done but they can be resistant to change.
 - **Completer finishers**: Pay attention to the smallest detail and make sure things are on right track. They can get stressed.
 - **People oriented**: People oriented roles draw together people and ideas.
 - **Coordinator**: coordinators in a team will guide listen delegate and bring calm and order they might be manipulative though.
 - **Team worker**: Team workers support their co- workers and negotiate diplomatically something get stuck in indecision.
 - **Resource Investigator**: Resource investigators use their optimism and curiosity to develop outside contacts, but they can lose their enthusiasm quickly.
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BELBIN TEAM ROLES

- **Thought oriented**: People in thought oriented roles tend to analyse options or provide technical expertise the plans. Usually, introvert workers produce most creative ideas and solutions but these ideas or solutions may not follow rules closely.
- **Monitor evaluators**: Monitor evaluators will coldly and critically assess the team's options they too can appear detached the times.
- **Specialists**: Specialists known their subject and maintain their professional standard but might miss bigger picture.
- So, we are our own board right now. we can take some time to observe our team at work what does each person do how do we interact with each other.



LEADERSHIP ROLES

Leadership is a skill to research and organise individuals or team by setting up target, giving direction, actively participating and by inspiring in order to achieve success. Hersey and Blanchard (1969) identified 4 leadership styles and 4 Maturity levels, that define the members of a team. Leadership skills are:

- Telling
- Selling
- Participating
- Delegating

Maturity levels are defined by M1, low M2, medium, M2 medium.



This theory has to do with the maturity. That is called Situational Leadership. Simply means that a leader should adapt their approach according to the following:

1. The people they are leading.
2. The circumstances of the task.

Managing conflicts

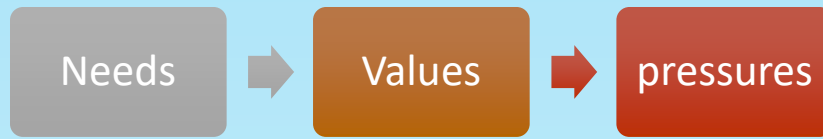
What is conflicts?

- lack of agreement
- dispute between people with different ideologies
- Serious argument

What is the cause of conflict?

Conflict happens, at work, home and within everybody.
Human being are different, so as their personalities, background, point of views.

Every minds are different. There are lot of reasons which cause conflicts.
Main reasons are :



(Tutorials, 2018)



The worst time to say anything is when you're angry

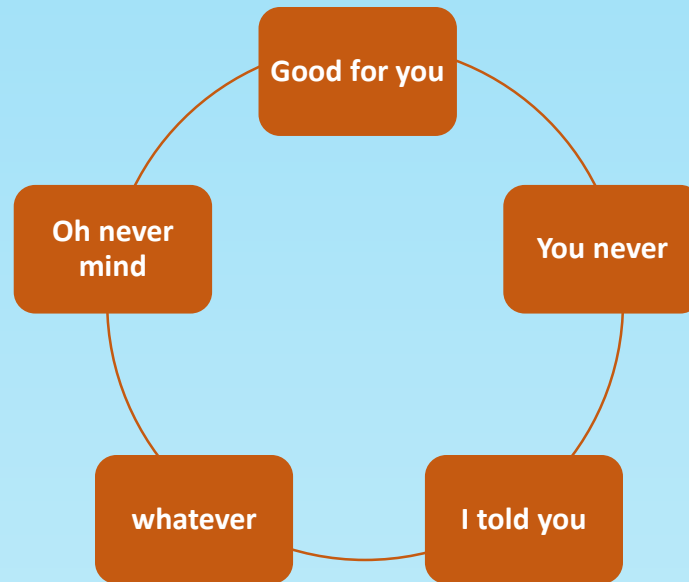


Mapping a conflict

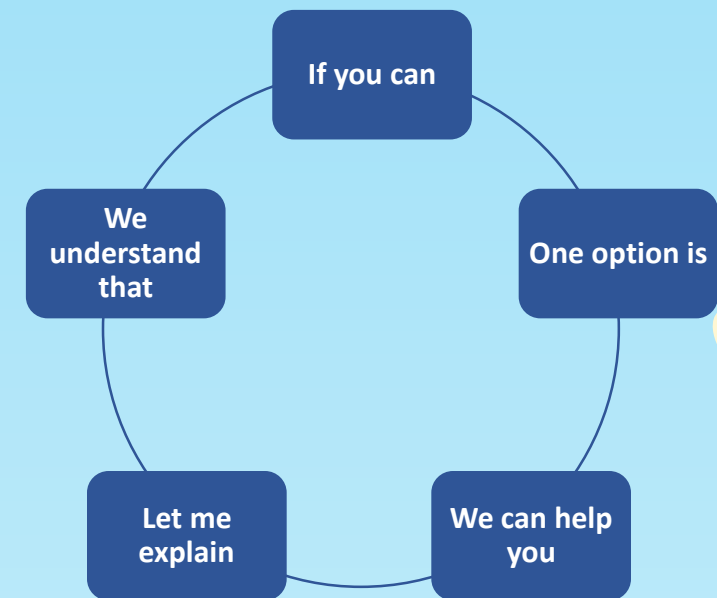
It is important to find the problems, get to the root.

How do we do it?

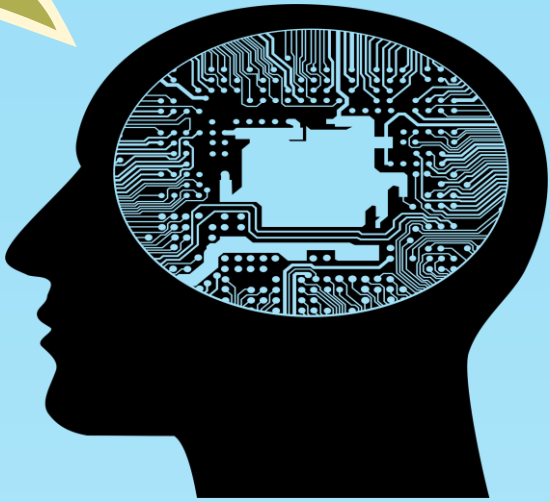
- Clarify the issue
- Find who is involved
- Make a list of important needs and concerns of each party
- Reading the map (Tutorials, 2018)



- Negative words which provoke a conflict



- And saying some words which can be helpful in easing the conflict



Theory

In **1974**, Kenneth W. **Thomas** and Ralph H. **Kilman** established their **Thomas–Kilman Conflict Mode Instrument** (Tuxedo NY: Xicom, **1974**).

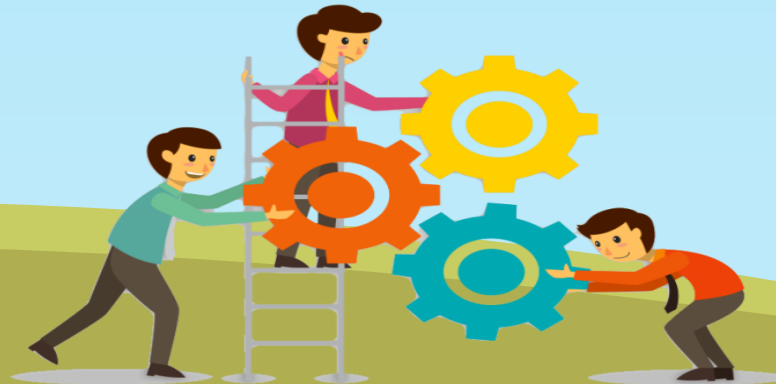
Thomas-Kilman theory points out the identification of two measurements when choosing a route of action in a conflict.

1. Assertiveness
2. Cooperativeness

1. Assertiveness (selfishness)
is the stage which you try to satisfy your own needs.



2. Cooperativeness (generosity)
is the stage where you try to satisfy the other persons Situation.

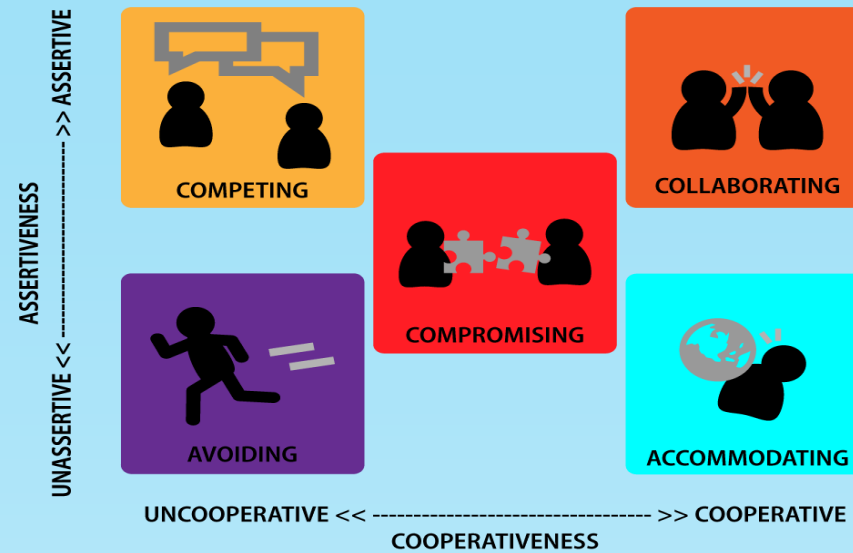


Forms of conflicts



5 Different behaviours when people are in conflict are:

1. Competing
 2. Collaborating
 3. Compromising
 4. Avoiding
 5. Accommodating
- (Tutorials, 2018)



Forms of conflicts

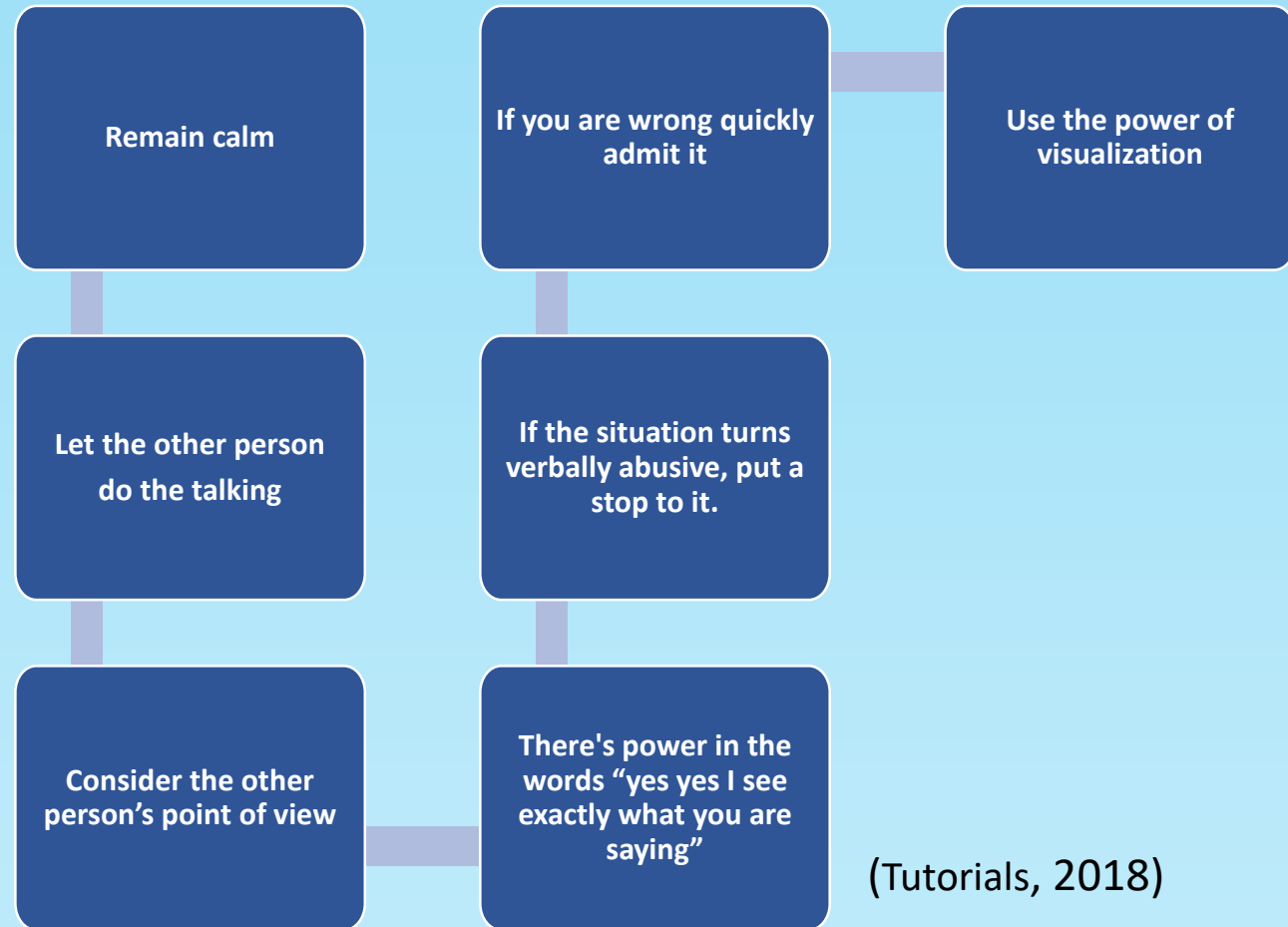
- Functional
Healthy and constructive argument
- Dysfunctional
Unhealthy and destructive argument



Conflict management strategy

A plan of action to find out its strengths and weaknesses to achieve long term aim.

How do we manage a conflict?



(Tutorials, 2018)

Successful Team Development

- What is a team?
- Why is So Important?



2 Most important things in any team

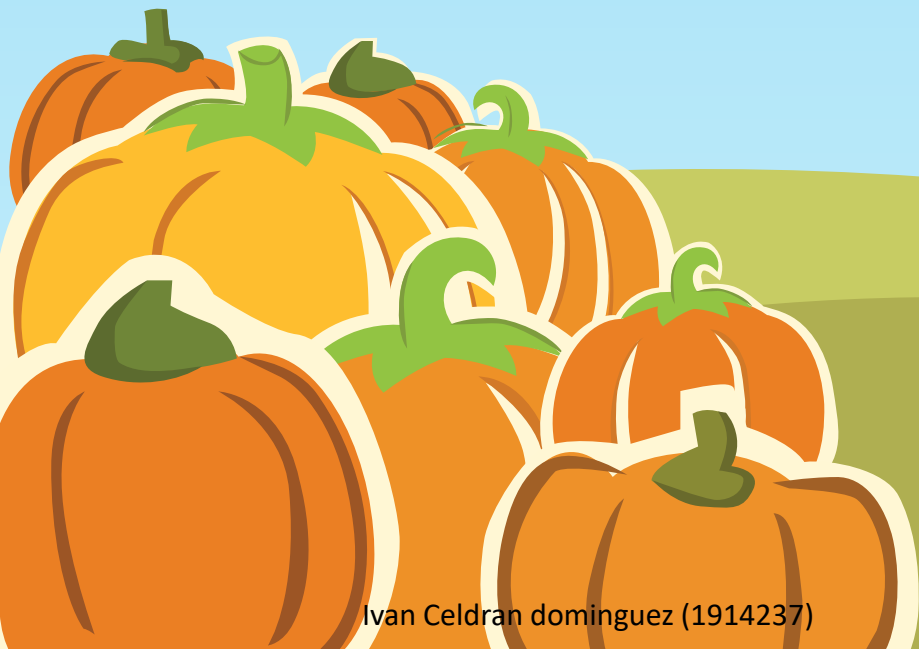
- Communication

- Open lines

- Long term process

- Leader must provide it

- Trust



How to create a strong team?



Who is responsible to ensure the proper development of the team?

- The Leader



10 Aspects that Will help to develop a strong team

- Common Goals
 - Deal with Change
 - Share Information
 - Trust Every Team Member
 - Socialise
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10 Aspects that Will help to develop a strong team

- Adapting
 - Transparency
 - Deal With Conflict
 - Belbin's Roles
 - Responsibility
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Conclusion

That was all from our team “FABID”. Using our preschool and day-care as a model, we have covered all the basic aspects of team and teamwork; we have learnt team dynamics, process, theories, benefits of teamwork, drawbacks and conflicts and how to make a team successful. Finally, it can be said about teamwork that, ‘o one can whistle a symphony. It takes a whole orchestra to play it’. (H.E. Luccock, 2018)





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