

Effective Team Working and Communication (BMSW4002_LON)

Task 2 Group Presentation

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Overview

- Introduction
- Benefits of Team working
- Stages of Team development
- Team Roles
- Managing Conflict
- Successful Team Development
- References

Introduction

Defined as a number of individuals working as one to achieve a particular goal to which they are mutually committed'(Morgan, 2017).

Noah Adegboyega Olujide (2011890)
will present,

Benefits of Team Working



Benefits of Team Working

❖ Teamworking is the collaboration of a group of people working to achieve a single goal.

- Builds Creativity : Working as team gives room for more creativity than working as a solo.
- Builds Trust: Working as a team give room to create strong bonds and trust
- Blends Contemporary Strengths: Working as a team can allow you bring these strengths and talent together to make one massive outcome
- Teaches Conflict Resolution Skills
- Synergy $1+1=3$

Situational Leadership and Styles

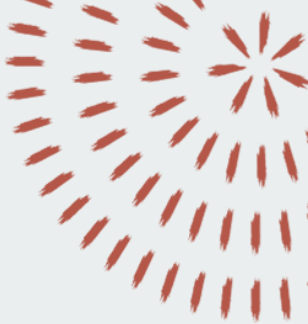
- Situational Leadership is a flexible style of leadership that focuses on achieving the aim of the organization by adapting to the needs of the organization and existing environment in the organization.

❖ Styles of Situational Leadership According to Blanchard and Hersey

The Hersey-Blanchard Model suggests no single leadership style is better than another (1993, p.23).

- 1) Telling leaders (Style 1): In this style, leaders make decisions and communicate them to others.
- 2) Selling (Style 2): This style focus on leaders making decisions but also giving room for others' ideas.
- 3) Participating (Style 3): This style allows the followers to take decision.

Styles of Situational Leadership continue

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- 4) Delegating (Style 4): Leaders allow others to do the work and give minimum guidance to workers.
 - 5) However, Blanchard and Hersey leadership style was criticized by (Natemeyer & Hersey, 2011), they propounded four different styles of leadership as follow: S1: This style is a one way of communication where leaders define the role.
 - 6) S2: This style is a two-way communication where leaders can have the ability to communicate and get others advice and suggestion.
 - 7) S3: This type of leadership have no ability to share with others the experience of making decisions.
 - 8) S4: Leaders is involved in making decision.

Types of Leadership

- The coercive leader demands immediate compliance from his followers.
- The authoritative leader mobilizes people toward a vision.
- An affiliative leader creates harmony and builds emotional bonds.
- A democratic leader forces consensus through participation.
- A pacesetter leader sets high standards for performance.

Benefits of Teamworking

❖ In conclusion

- As a leader, it is important to understand your team members, and focus on styles that will be more effective to your organization.
- At times leaders can switch from one style of leadership to the other depending on the situation surrounding the organization at that time.
- It is also important to know the strength and weaknesses of your team members in order to manage them effectively.

Willie Harding (2009425) will present,

Stages of Team Development



Stages of Team Development

➤ Tuckman's Model (1965) explains five simple ways to understand how groups develop, they are:

1) Forming

- First phase team member begin to know each other.
- No mutual trust as yet.

2) Storming

- Disagreement over priorities.
- Struggle for leadership, tension, hostility and clique formation.

Stages of Team Development

3) Norming

- Leadership is settled or agreed, trust is established.
- Standards sets in, new stable roles established and co-operation begins.

4) Performing

- Successful performance, task role openness.
- Helpfulness, delusion, disillusion and acceptance among members.

5) Adjourning

- Anxiety about separation and ending, positive feeling towards leader.
- Sadness, self elevation and disengagement

ADVANTAGES AND DISADVANTAGES OF TEAM DEVELOPMENT

❖ Advantages

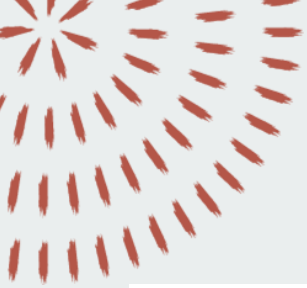
- They must have a common goal.
- Sharing of information.
- Understand their responsibilities.

❖ Disadvantages

- Conflicts develop sometimes.
- Less productive or less interest

Criticism of Bruce Tuckman's theory

- ❖ (Richards and Moger, 2000) found that Tuckman's model failed to explain how groups change over time.



Mohammed Shafi
Mohammedyar (2010170) will
present,

Team Roles



Team Roles

- Leader: A leader role is to provide guidance to employees, understanding to the client, encouragement to the team, and to create ground rules for working effectively. What kind of correspondence will take place, and the chief establishes all of these ground rules.
- Facilitator: Many instances, the facilitator doesn't even have formal authority; therefore, the facilitator supports the team in forming an opinion. And if a manager is functioning as a facilitator, he then is asking or encouraging the team in making this decision (Jones, 2011). The facilitator facilitates the team in identifying goals and helps the team in pursuing these objectives.

Team Roles

- Coach: The coach gives another assistance to employees . If an employee has been experienced in something, the coach is just someone who offers after-training assistance (Mendez, 2008). The coaching would be one, and whenever the team identifies a difficulty, the coach is another one to inform.
- Members: Members' roles are just to frequent team meetings, do whatever is entrusted to them, and actually engage in brainstorming, opportunity recognition, and any other support that is requested. Members remain actively engaged with the team.

Billy Kamanda (2008172) will
present,

Managing Conflict



How to manage conflict in the team

- **CONFLICT** - Meaning and importance
difference of opinion or belief between two or more parties.
- Sometimes conflict has negative consequences, and sometimes it leads to constructiveness in relationships or work, if properly resolved.

What causes conflicts in the team?

- Interpersonal issues
- Communication barriers
- Structural factors
- Conflict of roles;
- Conflict of personal values;

What causes conflicts in the team?

- There are different types of conflicts such as: interpersonal issues; communication barriers; of structural factors; on roles; of personal values; .whenever individuals come together in teams, their differences can create conflict.
- The more managers work to neutralize the different causes of the conflicts, by getting to know their team, be aware of simmering tension, be clear about the expectation of team conduct and not to get involved in office politics or gossip, the less conflicts there will be in the workplace, which is a prerequisite for a brighter work atmosphere, better relationships between people and higher efficiency.

Thomas, K. W. , & Kilmann, R. H. (2011).

How can a job predispose to conflict?

1. Dependence in the performance of tasks;
2. Allocation of resources; Incompatibility of objectives;
3. Differences in communication and leadership style of departments;
4. By applying the 5 conflicts styles; competition; collaboration; compromise; avoidance; accommodation as demonstrate by Thomas Kilmann

- Conflict is a process based on irreconcilable disagreements between the parties involved over the resolution of an issue or problem.
- Contrary to expectations, conflict is a natural thing, so we must be prepared for it to occur whenever there are people and relationships between them.

How to manage conflicts?

- Conflict is the absence of agreement between two or more parties, which may be specific individuals or groups.
- Create a healthy culture. Treat everybody on your team reasonably and equally, give them appreciation and appreciation.
- Learn to spot the early signs of conflict. Examine team members' body gestures (crossed arms, for example), facial features, and tone of voice.
- Deal with conflict promptly. Take steps early to assist the citizens in resolving the crisis until it worsens.

How to use conflicts in a constructive way?

- Define the conflict and confront it.
- Brainstorm alternative solutions.
- Explore advantages and disadvantages of possible solutions.
- Agree on the most workable solution.
- Use the solution.
- Evaluate after time.

Incorporate the following skills

- Treat the other person with respect
- Communicate Understanding

(Davidson and Wood, 2004)



Tanvir Noor (2009633) will
present,

Successful Team Development

Successful Team Development



- A good ethics team is deemed accountable for the success and smooth running of companies, and strong teams are the base of high-performance companies (Deering, 2021).
- To establish an excellent and successful team, it requires a strong leadership.
- Leaders which are willing to take risks, direct the changes, make the best decisions and continuously follow standards and improving them to drive the company forward (Llopis, 2012).

Steps to Building an Effective Team

Leaders have to consider:

- 1) Consider all ideas as important.
 - There is no such point as an irrelevant thought or idea.
- 2) Boosts team to share information.
 - The contributions of each member help bring the goal closer.
- 3) Clear in communication.
 - Clarify when instructing or in giving instruction.

(UC Berkeley, 2021)

Steps to Building an Effective Team

4) Facilitate Communication.

- Always open for suggestions and concerns or ask for advice and help others

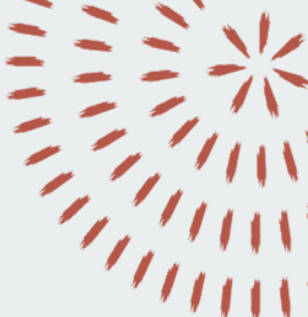
5) Encouraging debate.

- Team members are often afraid to contradict with each other. and that fear can lead the team to a poor decision.
- Stimulating the debate leads the members to be more creative; they tend to achieve a better result (UC Berkeley, 2021).

6) Acknowledge and reward.

- The leader must ensure the members are rewarded for their efforts and that they have earned it. (Llopis,2012).

Qualities of a Successful Team

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- 1) Well communication with each other.
 - They are openly communicate and listen others.
 - 2) Support ach other
 - They are happy to help others and collaborating.
 - 3) Well organised.
 - Members are responsible for organizing their work and maintaining the deadline date.
 - 4) Different team members.
 - Diverse personalities, experiences and knowledge are required to occupy different positions and also each offers various solutions. (Deering, 2021)

Qualities of a Successful Team

5) Contribution of members.

- They are the members fully committed in contributing their part and want the success of the company.

6) Team target on object and outcomes.

- The team works together and carefully develops a clear map for how to achieve the goal (Deering, 2021).

7) Trust.

- For an effective team function, it needs “*competence, benevolence and integrity,*” (Maund, Schriek and Tinkler, 2017, p. 8-9).

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Thank you