

BMSW4002
Assessment 2
Effective Team-Work and Communication

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Benefits of team working

What is teamwork?

"Groups are an essential feature of any organization and almost every member of staff will belong to one or more groups." (Mullins, 2016, p.271)

"To become a team, a group of individuals needs to have a strong common purpose and to work towards that purpose rather than individually." (Mullins, 2016, p.272)

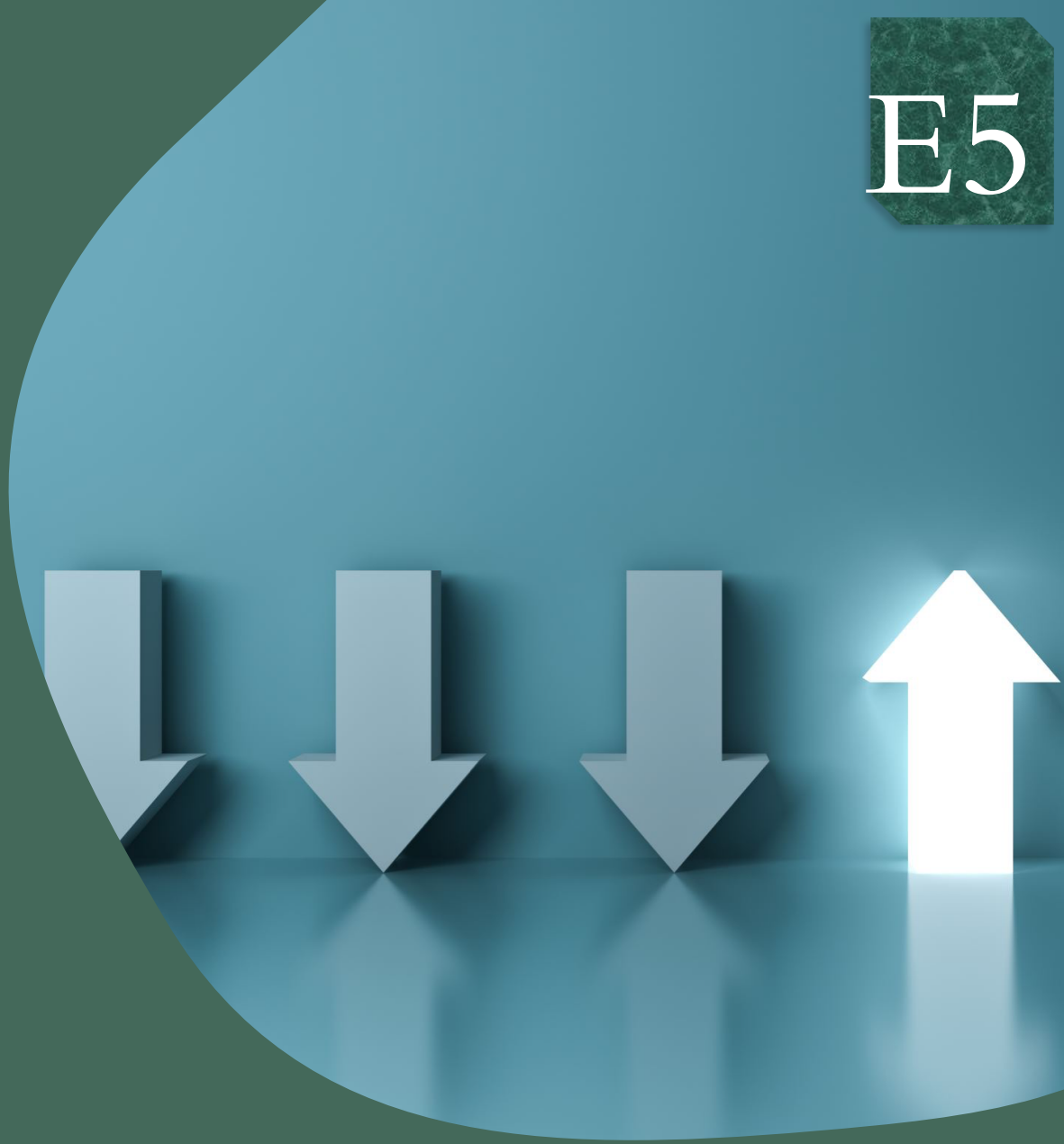


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Benefits of Team Working

- "Individuals have varying expectations of the benefits from group membership, both formal and informal, relating to both work performance and social processes." (Mullins, 2016, p.276)



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Benefits of Team Working

- The bigger the team the bigger the results.
- Larger scope of ideas and creativity.
- Teamwork boosts employee creativity and morale.



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Benefits of Team Working

- Improved Trust Internally & Externally.
- Creates Conflict Resolution Skills.
- A Higher Amount of Work Being Done.

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Benefits of Team Working

"The human relations approach gives recognition to the work organisation as a social organisation and to the importance of the group, and group values and norms, in influencing behaviours at work." (Mullins, 2016, p.275)



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Stages of team development

Forming



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Stages of team development

Storming



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Stages of team development

Norming



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Stages of team development

Performing



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Stages of team development

Adjourning



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Team roles
Belbin's Team Roles

Belbin identified 8 team roles and he categorized those roles into three groups:

- Action Oriented
- People Oriented
- Thought Oriented

As per: (Indeed Career Guide, 2021)

Belbin's 8 Team Roles

- Coordinator - Presides over the team and coordinates efforts to meet targets.
- Implementer – People who get things done; these are the people who you can count on to get the job done.
- Plant – Is the creative innovator who produces new ideas and approaches and prefer to work apart from the team.
- Monitor – Best at analyzing and evaluating ideas that other people come up with, are critical thinkers and very strategic in their approach.

Team Roles

- Team worker – to help individual members to achieve and maintain team effectiveness.
- Shaper – to give shape and form to the team's activities.
- Resource Investigator – to explore outside resources and develop contacts that may be helpful to the team.
- Completer/Finishers – are the people who see that projects are completed thoroughly.

Leadership Roles

Paul Hersey and Ken Blanchard *developed a model of 'situational leadership', which matches 4 leadership styles:*

* Telling
* Selling
* Participating
* delegating

to 4 levels of maturity of their team.

(Leaderonomics.com, 2016)

Leadership Role

- Telling – Leader instruct and clarify expectations of what the task entails, along with directing subordinate progress on the task.
- Selling – Leaders encourage subordinates to buy in to the task, motivate their belief to perform the task well and ultimately their self-efficacy.
- Participating – Leaders take part in the job and demonstrate to subordinates how to perform the task well.
- Delegating – Leaders allow greater autonomy and decision making to subordinates.

Managing Conflict

What is a conflict? & Why do they arise?



- Cambridge Dictionary (2021) remarked that an active disagreement between people with opposing opinions or principles is a conflict.

- Conflicts arise from differences in individuals.
- Coming from different backgrounds.
- Having different ideologies and perceptions etc.

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Managing Conflict

Why do conflicts happen?



Image by: Culture (2019)

Varney (1989) highlights that conflicts fall into 3 categories:

- Communication Factors: due to poor listening; insufficient sharing of information; being ignored or missed.

- Structural Factors: due to the size of a team; levels of participation and collaboration between employers.

- Personal Factors: due to an individual's self-esteem; personal goals; values and needs.

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Managing Conflict
The Thomas-Kilmann Model

- Thomas and Kilmann (1974) developed a model of describing the insights of how people handle conflict.

- These behaviors reflect varying of assertiveness and cooperation.

Competitive (though battler)

Avoiding (escaper)

Accommodating (friendly helper)

Collaborating (finding a common point)

Compromising (maneuvering conciliator)

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Managing Conflict

Is conflict always a bad thing in a work environment?

Phrases that instigate conflict:

- I told you
- Whatever
- You never
- Never mind
- Good for you

Phrases to diffuse a conflict:

- If you can
- One option is
- Let me explain
- Might I suggest
- I understand

Negative impact
(dysfunctional)

- Blocks the organization to achieve goals.
- Increases anxiety, stress and lowers trust.
- Poor decision making.
- Increases stagnancy.

Positive impact
(functional)

- Increases information and ideas.
- Encourages innovative thinking.
- Contributes to problem-solving and decision making.
- According to Richards (2019)

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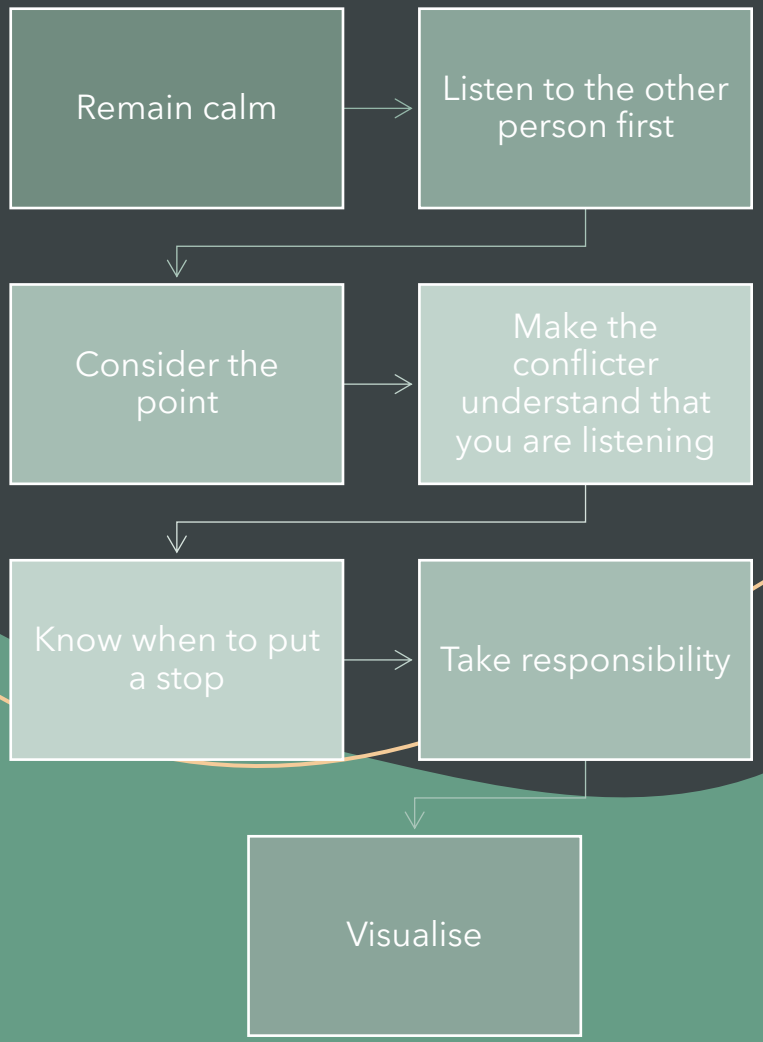
Managing Conflict

Conflict management strategy and limitations

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Weiss (1997) suggests the 4 steps to follow when a situation erupts into a conflict in a team.





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Successful team development

- The main objective of successful teams encourages the team members to share ideas for mitigating the challenges of business.
- Successful team are good at adding moral support and different job opportunities to the business.
- The members of a successful team are professional in maintaining a good communication network.
- Successful teams are proficient at brainstorming different solution for a common business problem.

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Successful team development

STEPS OF BUIDLING A SUCCESSFUL TEAM

- Developing a clear and understandable goal of framing a team.
- Execution of defined roles and responsibilities within a team.
- Regular experimentation of new working strategies
- Embracing the areas of diversity in work culture.
- Sharing a common goal of success.
- Communicating effectively among the members
- Accepting good traits of strong leadership objectives.

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Successful team development

CHARACTERISTICS OF SUCCESSFUL TEAM

- The members of the team are goal-oriented.
- Increased level of commitment to the set goals and objectives.
- Grabbing new learning opportunities from tactical business situation.
- Maintenance of clear communication channel within the team members.

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Successful team development

NECESSITY OF SUCCESSFUL TEAM DEVELOPMENT

- Successful team development methods are beneficial for the employees to develop new skills and learning opportunities
- Team members are possessive in accepting leadership roles and fulfilling sorted roles and responsibilities.
- All the members of the team had to be at the area of consensus before considering any decisions within the working grounds.
- The team members are efficient for considering a part of the decision making for understanding the features o the set goals and objectives.

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Successful team development

BENEFITS OF SUCCESSFUL TEAM DEVELOPMENT

- Different perspectives of the employees are gathered leading to good traits of innovation
- Team-work is essential for providing professional happiness to the employees.
- Accurate dividends of work enhances the skills of the employees to get better achievement.
- Professional growth of skills and new learning opportunities are possible due to successful team .

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Conclusion



- Team working is the most important skill to have when working in an organization.
- Determine the strengths and weaknesses you have and work on them.
- Mutual respect between individuals is a must.

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