

# Effective Team Working and Communication

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## Introduction

- Team work is defined by Scarnati (2001, p. 5) “as a cooperative process that allows ordinary people to achieve extraordinary results”.
- The team work depends on individual working in cooperative environment to achieved the common goal.
- Team work is very common part of many organisation.

## Benefits of Team working

- Improve productivity
- Improve collaboration
- Increase creativity



(Bass 2000)

## Benefits of team working

- Employee management
- Easily solves problem
- Improve flexibility



(Ivancevich et al., 2007)



## **Benefits of Team working**

- Build Trust
- Conflict resolution
- Create opportunities

# Stage 1

## Team Development

There are several stages of team development such as:

Stage 1: Forming

- Feeling
- Behavior
- Team working



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## Stage 2

# Team Development

### Stage 2: Storming

- Feeling
- Behavior
- Team working



(Ivancevich et al., 2007).

## Stage 3

# Team Development

### Stage 3: Norming

- Feeling
- Behavior
- Team working



(Kouzes et al., 2007).



**Stage 4**

**Team  
Development**

Stage 4: Performing

- Feeling
- Behavior
- Team working

# Stage 5

## Team Development

### Stage 5: Termination

- Feelings
- Behaviors
- Team working



(Kouzes et al., 2000)

A red speech bubble graphic with a white outline, pointing downwards. The word "Leadership" is written in white text inside the bubble.

# Leadership

The process of leading others to achieve a goal and directing an organization in a way that makes it more cohesive and coherent is what we mean when we talk about leadership. Leadership is a process. This definition is comparable to the one offered by Northouse (2007, page 3), which states that leadership is a process by which an individual inspires a group of individuals to accomplish a common objective (Mischel, 2008).

# Types of leadership

- Autocratic.
- Democratic.



(Lamb and McKee).

# Types of leadership

- Laissez-faire.
- Transformational.



(Lamb and McKee)

# Leadership Communication

- Leaders utilise leadership communication to convey the company's culture, core values, mission, and other messages to develop trust and encourage people.
- Deliver a shared vision and inspire people to buy into it. It shows how the company lives up to its values. Leaders can navigate huge or little changes with clear communication (Lamb and McKee, 2004).

## **Importance of leadership communication**

- Without effective communication abilities, leadership is tough. Good communication abilities are underappreciated.
- There are 69% of managers aren't comfortable talking with their employees, according to Harvard Business Review.
- That's a big number given the importance of leadership communication (Kouzes et al., 2007).

## **Conclusion**

The effective team work and the leadership style is essential for the organization. The business organization has two integral part of the organization such as team work and the leadership. These two factors help running organization.

## Team Roles

## Belbin Introduction

**Belbin** developed team roles based on behavioral attributes.

**Belbin** nine team roles is divided in 3 categories: action-oriented, thoughts-oriented and people oriented.

**Belbin's** nine team roles and how balancing your team can drive team productivity.

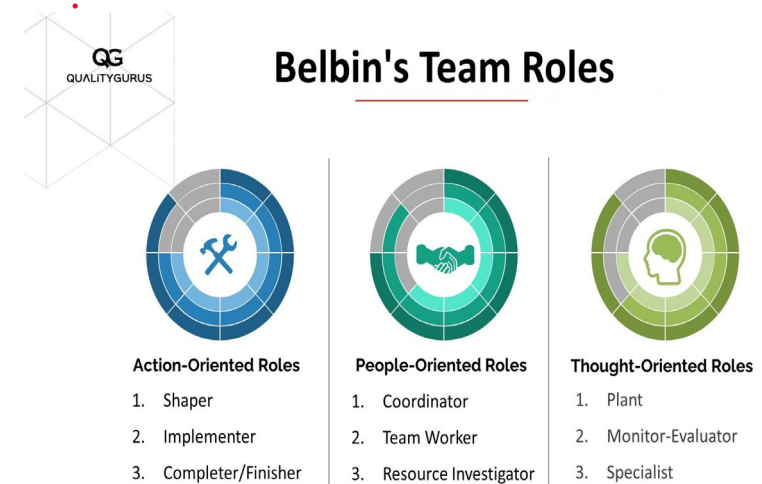


Fig.1. The 9 Belbin Team Roles And What They Accomplish | Quality Gurus

## Team Roles

### Belbin 9

**SHAPERS** members who move the team forward  
**IMPLEMENTERS** members who maintain order in the environment.

**COMPLETER FINISHER** pay attention to details and strive for perfection.

**THE PLANT** thought oriented member.

**MONITOR EVALUATOR** rational thinker.

**SPECIALIST** have in depth knowledge of their field .

**COORDINATOR** people center team role.

**TEAM-WORKER** leadership positions.

**RESOURCES INVESTIGATOR** people oriented individuals.



*Fig2. How to Use Team Roles to Boost Performance | Smartsheet*

## Team Roles

## Team Management

- To form a team you have to leverage the strengths and personalities of each member.
- Build on your team strengths.
- Assess gaps in your team.
- Review team roles regularly.
- Team management tools clear priorities are efficient.
- Managing your workload.



*Fig.3* Free Team Session Ideas using Belbin ([belbin-italy.com](http://belbin-italy.com))

## Team Roles

## Management Tools

- Proper allocation of resources is critical.
- Right tools.
- Belbin nine team roles balance and increase productivity.
- RACI diagram.
- Kanban board.

## RACI CHART EXAMPLE

| Project tasks           | Senior Analyst | Project Manager | Head of Design | SVP Finance | SEO Lead | Sales Director | Senior Management |
|-------------------------|----------------|-----------------|----------------|-------------|----------|----------------|-------------------|
| Phase 1: Research       |                |                 |                |             |          |                |                   |
| Econometric model       | R              | I               | I              | A           | C        | I              | I                 |
| Strategic framework     | A              | I               | I              | R           | I        | I              | C                 |
| Risk factors            | R              | I               | I              | A           | I        | I              | I                 |
| Phase 2: Structure      |                |                 |                |             |          |                |                   |
| Product specs           | I              | A               | R              | I           | C        | C              | C                 |
| Design wireframe        | I              | C               | R              | I           | C        | I              | C                 |
| User journey            | I              | C               | R              | I           | C        | C              | C                 |
| User experience testing | I              | C               | R              | I           | C        | C              | C                 |
| Evaluation framework    | I              | R               | C              | I           | C        | I              | C                 |
| Development backlog     | I              | R               | C              | I           | C        | I              | C                 |
| Delivery roadmap        | C              | R               | A              | C           | C        | C              | I                 |

Fig 4 RACI Chart: Definitions, Uses And Examples For Project Managers **Forbes** ADVISOR

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