

Certificate of Higher Education Skills for the Workplace
(Health and Social Care)

Module : Effective Team work and Communication
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Lecturer : Dr Nandish V Patel

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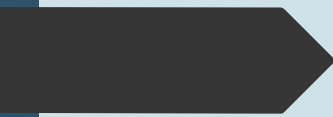


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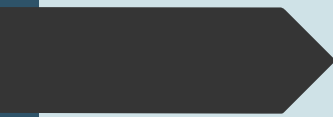
- Definition of effective team
- Benefits of effective team
- Stages of team development
- Team roles
- Managing conflict
- Successful team development

Definition of effective team



Figure 1: team members
Source: Google

- understanding team members and their skills
- collaboration , working together
- productivity and improve each members abilities



BENEFITS OF EFFECTIVE TEAM WORK

- brings people to work together
- allows individuals to split and complete difficult tasks quicker
- better results are created when the whole team combine their skills
- companies will benefit with increased productivity when work is completed to a high standard
- empowering team members to feel confident

STAGES OF TEAM DEVELOPMENT

Forming

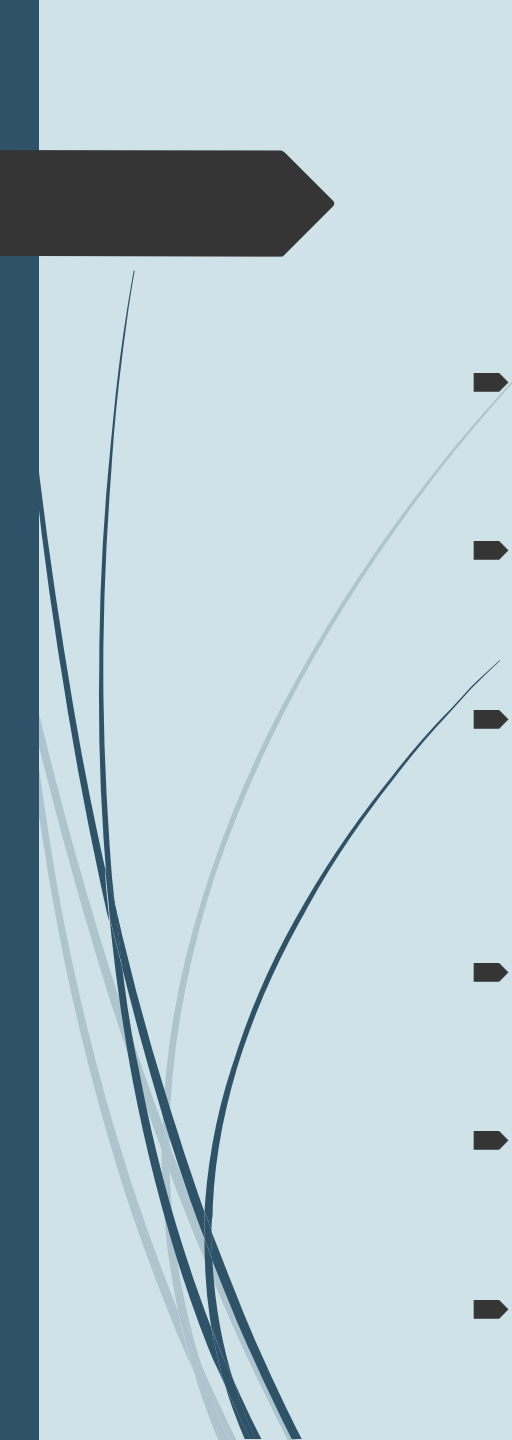
- team members are delighted and enthusiastic to take part
- define structure, objective, responsibilities

Storming

- concentration might be lost during this stage and they can get frustrated
- they will develop their skills and learn how to deal with conflicts

Norming

- team are getting closer and realise the perspectives and experiences
- new ideas are shared and implemented
- team concentration moves on increasing productivity



STAGES OF TEAM DEVELOPMENT

Performing

- team members have a clear vision
- the group has a lot of independence
- members are helping each other

Adjourning

- the level of productivity is reached by members
- necessity of moving forward is experienced
- Individual get rewards and new targets and challenges are setup



TEAM ROLES

- leader : provides the direction to the team
- creative director role: thinks out of the box and introduce new unique concept
- team worker: most aware of individuals team
- member: checks every detail within the team

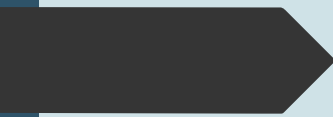
MANAGING CONFLICTS

Conflict management:

- It is a practice
- Enable to identify and manage conflicts sensibly
- In business organization, different types of conflicts are arisen
- Management must manage considering the nature of conflicts



Figure 2: stages of team development, Source : Cote, 2017



SUCCESSFUL TEAM DEVELOPMENT

- nominate a powerful leader to promote energy, inspire passion and communicate with the team to accomplish tremendous levels of success
- teams have a significant influence on employee productivity as well as the business's future
- communication, performance, potential, and production will improve as a result of the effective behaviours
- build the concept of trust in workplace, introduce reward and payment structure

CONCLUSION

- to maintain effective cooperation, you must maintain track of how the group interacts and develop frequent and open lines of communication
- learning to communicate efficiently is a multi-step process that takes a significant amount of work from all parties involved.



Figure 3:team members Source: Google



Thank you for listening !

We are happy to answer your questions!

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