



Effective Team Work and Communication (BMSW4002)

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Group 5

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Introduction

- Effective communication and team-work is very important for the right execution of plans in an organization.
- We will discuss the different models of communication used by individuals to communicate with other individuals.
- Consider: benefits of team working, stages of team development, team roles, managing conflict, successful team development.



Benefits of team working

- Improves Communication Skills.
- Develop Leadership Qualities.
- Establishes Strong Relationships.
- Facilitates Career Progress.
- Increases Skills and Knowledge.
- Improves Service.



Belbin's Leadership Roles

- Two main types of leadership roles
- Task orientated leader
- Relationship orientated leader
- Benefits and disadvantages of each type of leadership
- The scenarios each leader model would work best in



Belbin's Team Roles

- **Resource Investigator** - Uses their inquisitive nature to find ideas to bring back to the team.
- **Team worker** - Helps the team to gel, using their versatility to identify the work required and complete it on behalf of the team.
- **Co-Ordinator** - Needed to focus on the team's objectives, draw out team members and delegate work appropriately.
- **Plant** - Tends to be highly creative and good at solving problems in unconventional ways.
- **Evaluator** - Provides a logical eye, making impartial judgements where required and weighs up the team's options in a dispassionate way.
- **Specialist** - Brings in-depth knowledge of a key area to the team.



Managing Conflict

Conflict can occur from a variety of factors within a team context and is generally classified into three types :

- Communication
- Structural Aspects
- Personal Factors



How to manage conflict

Conflict can be managed with five different styles:

- Competing
- Compromising
- Collaborating
- Avoiding
- Accommodating



Conflict is not always a negative factor

By inspiring participants to investigate a problem, cooperative conflict can help to successful problem-solving and decision-making as long the members of the team are willing to:

- Listen
- Acknowledge
- Respond
- Resolve Differences



Successful Team Development

- Common goals and establish responsibilities for each team member.
- Capacity of team leader to deal with conflicts and with any changes within the team.
- Sharing ideas and relevant information between all team members.
- Trust, Adapt and Socialise



Conclusion

Effective team working is essential for the success of a company. To create the best team, is necessary to go through all stages of team development presented previous.

Let us help you create the best team for the best results!!!



References

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