



Effective Team Working and Communications

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Introduction

- I will discuss Communication and types of communication here as that is an integral part of successful team building.
- Stages of team development by Tuckman
(I will discuss the most appropriate stages which apply to my dissertation)

Successful team development

Company profile

Name of company: Timi's Consultancy.

We provide team building activities and services.
The company started 6 months ago in the UK.

I am writing this as a consultant to my class and to my school

My aim is to give you the best information possible, so you are able to make an informed decision at the end of reading my report, to choose my company to be your team builder.

Our vision is to see companies striving and working successfully together as a team. Our values are to keep the team spirit high and to give you the innovative opportunity to grow your products.

Communication

Communication is the interchange of ideas from point A to point B.

It could be:

Spoken

Written words

An exchange of particles

Body language

Types of Communication.

Vertical: This could be upward or downward type of communication

Upward communication:

Having to do with communication from the workers towards managers. This could be feedback, an idea, a recommendation from the lower levels.

This kind of communication is suggested when agreement must be obtained.

Downward communication:

This is typical to most organisations and business. The communication flow from the management to the workers. It could be advice, instructions, orders or cautionary. It can be in the form of a letter, email or spoken words.

Horizontal communication

This could be formal or informal ways of sharing information with individuals, for example people who work in the same department in an organisation.

- Advantages:

[Type here]

In this type of communication staff members are free to exchange ideas with each other. It creates friendly atmosphere within the department and the organisation in general.

- Disadvantages:

In horizontal type of communication, you could have conflict among personnel or departments. Senior personnel will have to intervene to resolve such issues.

Diagonal communication

The IT manager can communicate with a marketing employee, or the sales department could exchange an idea with the HR manager asking for new sales personnel. This is called diagonal communication

Methods of communication in an Organisation

Internal and External communication

Formal and informal communication

Verbal and nonverbal communication.

Successful Team development

What is successful team development?

A successful team is one in which everyone is working well. Each one is doing their individual post.

At this point the team has moved, as regards the stages of team development, from the Forming and Storming stage to the Norming stage and to stage 4 Performing (*by Tuckman*).

At stage 3, Norming

There is a general agreement within the team.

They respond well to the instructions of the team leader.

Their post and job title are quite clear, and they agree to do their job.

They make big decisions together.

Obligation and unison are strong.

There is an increase of team development and working style.

The Leader is respected, and the responsibility of the leadership is shared within the team.

Example

An Organisation I work with is called Drug Free World Africa (DFWA)

It is a charitable organisation whose objective is to contribute to society by educating youth about the effects of drugs and alcohol abuse among the youth.

We get the State Representative to distribute Truth about Drugs booklets on the streets, go to schools and do seminars, give out the booklets and let the school students know that we are there for them if they need any advice.

It was not easy at first to know each group member (Forming Stage), but we consider team members ideas as important (Storming), we set the ground rules, we establish team values and goals, assess team performance. We are all aware of each others weakness and know each others strong points.

At the Norming stage, we worked well together as a team, each group member knows their job well and does it, we get no or very little instruction from the Leader of the group.

At stage 4, Performing

The knowledge of the team increased advantageously. We now understand why the team is doing what it is doing.

The team is now independent and does not need to be instructed on what do.

They work well within the team and if any conflict it is resolved within the team.

They work well towards their goal.

Example

Continuing from the example given above, DFWA, we have worked together as a group since the pandemic started, we meet in a zoom meeting every Tuesday at 8pm for 2 hours. In the meeting we discuss matters arising, what problems the States Representatives are facing in their respective areas, we delegate 2 people from the team to help them sort out the issues and bring feedback to the group in the next meeting. We get each group member improved from the Forming stage to the last stage Performing. (University of Berkeley California)

Think of your team as puzzle pieces that can be placed together in a variety of ways. (Glenn Llopis)

Stating each member's role and duty is a very important point of successful team building.

As a result of doing this in our group, I have seen how we have all come from the point where we argue and disagree about a topic, to the point where we are all now calm and we respect each other's view and see how we can achieve our goal as a team.

How can one achieve a successful team development?

It takes an exceptional leader to build a team that can be successful. A type of leader who is not afraid to change, not afraid to take hard decisions, who must create a high functioning team and always keep it creative.

Team building is very important as it gets the individual group members wanting to reach their target and to have a sense of belonging and it boosts their moral to be part of a team and increases their communication levels.

To build an Organisation one must be educated and have experience in this area. You must know how to manage people, how to move them from one place to another when it is required. This means you as the leader must know your team members well, know how they think, know how to get them to function well at the job they love most, you have to know their capabilities. Knowing that any mistake made, you must take responsibility and correct it and move on, learn from it.

Example:

At the school where I work. During the pandemic, I had a call from an NHS staff about a child who had Covid, he asked to speak to the head of the school; he wanted to know if the Covid protocols are being kept in the school. Not able to get the head of school on the phone I asked him to give him a call in half an hour and I gave him the head of school's number.

After the call ended, I went to speak to my head of school, I told him about the call and left.

After 1 hour he came and called me out of the office and was talking loudly, saying he is not happy at all, that I gave his number to the caller from the NHS, if I have not heard of Data protection?

I was shocked at his outburst, did not know what to say to him, so I said apologised though at the same time I did not want to be part of that team anymore: If the team leader would speak to his team member that way, it did not exemplify good leadership.

How a good leader would have resolved the issue. *(Belbin, 1981)*

We sit in the conference room – then he goes over the reasons why he thinks I should not have given his number to the caller from the NHS. He can support it with some policy and have me read them and I would understand and will not repeat the same situation, instead of feeling overwhelmed by his reaction.

What are the problems which could affect a successful team?

Lack of Commitment

A team member not knowing their role and responsibility, will not function well at their given role as he does not know the purpose of the team.

Loss of productivity

When the team members are not coordinated, they will not do well at their role, and gets loss of productivity time. In other words, if they are not trained for the role, they will not do well in that given role: they will just pass the time. We should keep a keen eye out for those who are proactive and have a can-do attitude.

Poor communication; Communication technology

There could be a lot of reasons for this. For example, there is no means to give feedback, there is no good communication system in the organisation, no proper working intercommunication system for them to share information, the emails are not set up properly, so it makes it hard to send an email to the said terminal.

Example:

At my place of work, some of us use an email system via Gmail while some of the staff use Microsoft outlook email. The staff members emails are not set up in the system so if you need to send an email and you do not know the person's email address then you cannot send the email. And you must manually enter the staff member's email address to find them when you need them. Thus it is quite discouraging if you are not determined to send the email. It does not support effective team building.

To support effective team building this situation should be handled by:

Facilitate communication, which is the most important factor of a team success. Have a properly installed system of communication, all the team members should have the same type of account: it could be Microsoft Outlook or any other system the IT department decide. All the staff members email should be saved to the system, so it is easy to send an email. A properly setup intercommunication system.

Interpersonal conflict

At the school where I work there is no proper system of resolving personnel disputes, we do not have HR department. There is the department of Quality whose purpose is to keep the staff members trained and check that the quality of the subject the students does is up to standard. This department has taken over the job of HR but are not doing a good job of it.

Suggestion:

To have a successful team, an HR department should be recruited and operational to function, thus separating the conflict handling from the Quality department so that the Quality department will do its role and responsibility, and build the team to a success.

Poor leadership:

A leader who is seen as over worked as a result of insufficient staff will not have a proper setup to train his team members. A poor leader will not notice when the team

members are doing well to acknowledge them which leads to team members losing their team spirit and morale. He will not notice when they need team building activities to develop essential skills needed to be proactive in their various roles.

Ways to a successful team development

- Tolerate your team members
- Try to know the rest of the team
- Team member's roles
- Get feedback
- Express gratitude and reward
- Honour success. (Llopis, 2012)

Conclusion

A good communication system is an integral part of building a great team as it creates a means to speak to each other and a means to get feedback.

A great leader should know the methods of communication and how they apply to his team.

Furthermore, knowing the different stages of team building stages, he as a leader will know how to collaborate with them to higher points of success.

He should be aware of the problems the team could face so as to resolve them as quickly as possible.

Lastly, a good leader would have a system where each team member's role is clearly defined so as they can work together to achieve a common goal.

With my Report I hope the team leader is able to achieve a successful team.

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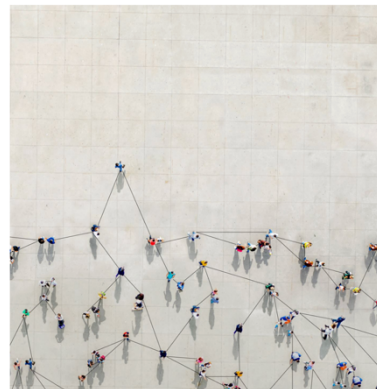
Appendix

Ebitimi 2112488-Introduction

Successful Team development.

Outline

- How can one achieve a successful team development.
- What are the problems which could affect a successful team development?
- Six ways to a successful team
- conclusion



What is a successful team development

Forming Stage

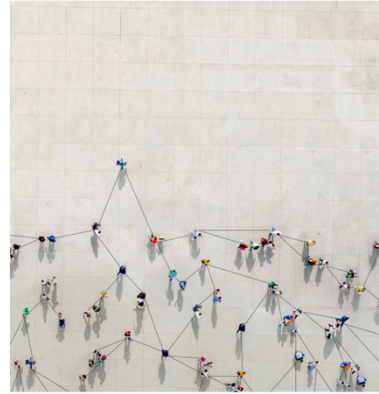
Storming stage

At Stage 3, Norming *(Tuckman 1965)*

Example Drug Free World Africa

At Stage 4, Performing

Example from Drug Free World Africa



How can one
achieve a
successful team
development?

It takes a leader to build
a team that can be
successful.

- Example:
- School
- suggestion

(Llopis, 2012)

ways to a successful team development

(Llopis, 2012)

Tolerate your team members

Try to know the rest of your team

Team members roles

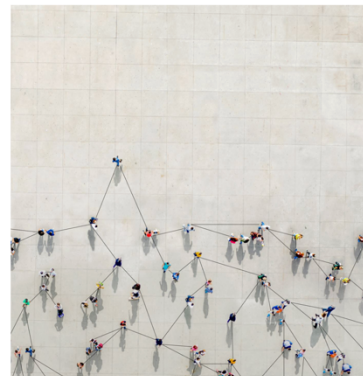
Feedback

Express Gratitude and Reward

Honour Success.

What are the problems which could affect a successful team development?

- Lack of commitment
- Loss of Productivity
- Poor Communication
 - Example: the email system in my school
- Interpersonal conflicts
- Poor Leadership. (Kilman 1974)



Conclusion

- Benefits of team working
- Stages of team development work
- Team Roles: Belbin's Team role Model and Tuckman model
- Managing conflict
- Successful team development

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