

University of Wales Trinity Saint David

Effective Team Work and Communication BMSW4002

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Benefits of Team Working



Sharing workload.

Increasing Productivity with Recognition.

Least stress for employees.

More people = great ideas.

Impairing your creativity.

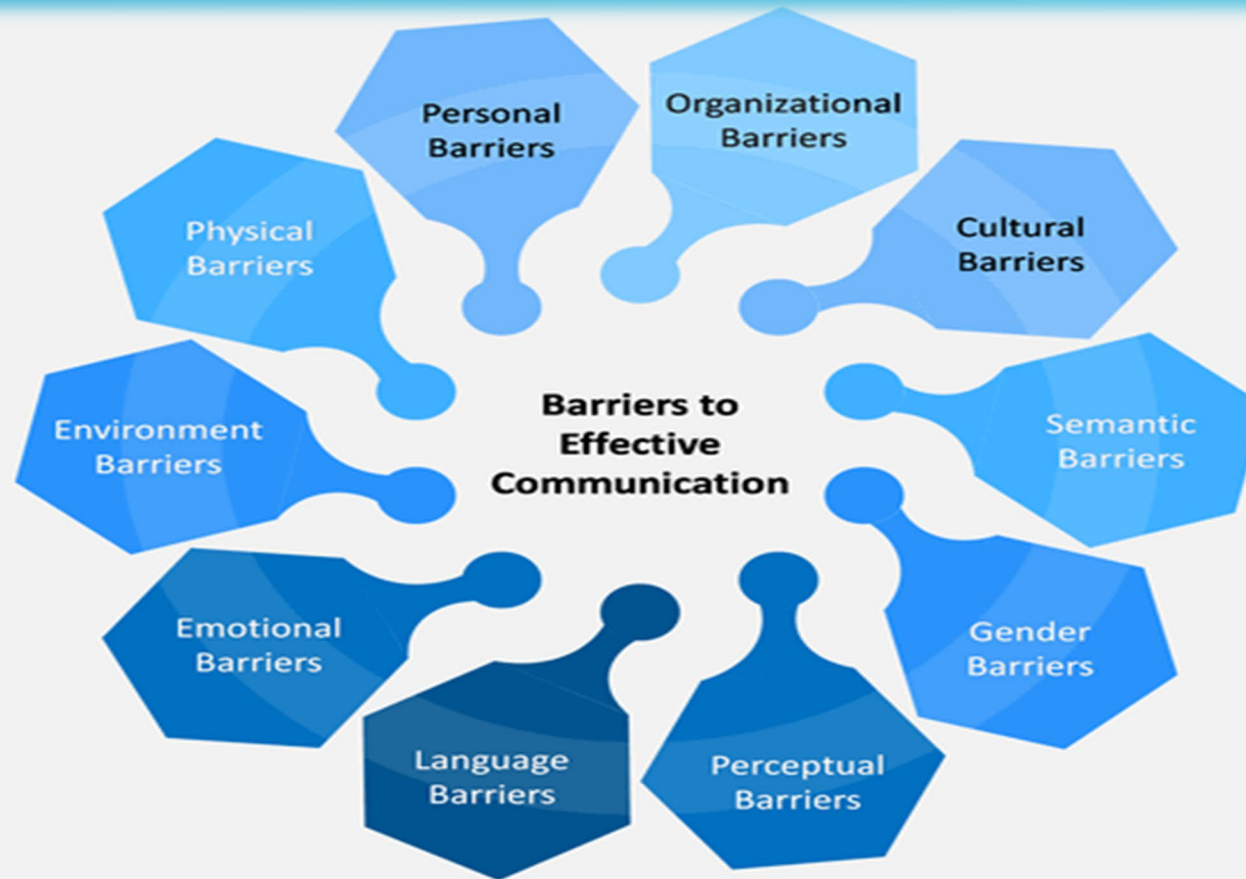
Growing as a individual.

Learning from others.

T Together
E Everyone
A Achieve
M More

TEAM

Barriers to Effective Communication



Leadership

What is Leadership?

“A dynamic relationship based on mutual influence and common purpose between leaders and collaborations in which both are moved to higher levels of motivation and moral development as they affect real, intended change” (Freiberg &Freiberg 1996,p.298)

- ▶ Everyone has leadership potential, and by utilizing the KEYS process for communication.
- ▶ Improving communication with leadership theory. (hiring the right team)
- ▶ Following up and following through.
- ▶ Communicating about your team (Giving feedback)
- ▶ Dealing with difficult people.
- ▶ Managing your public image.

Stages of team Development

- ▶ Dr. Bruce W. Tuckman, born in 1938 is an educational psychologist and researcher.
- ▶ Tuckman's Model has become 'the most widely recognized in organizational literature' (Miller [11], 122).
- ▶ Bruce Wayne Tuckman initially created the four stages of team development model in 1965.
- ▶ This was revised in 1977 by Tuckman and Mary Ann Conover, adding Adjourning as an extension.
- ▶ These stages identified the barriers preventing team progression,
- ▶ Rickards and Monger ([16]), 277) called this 'a simple means of discussing and exploring team dynamics.



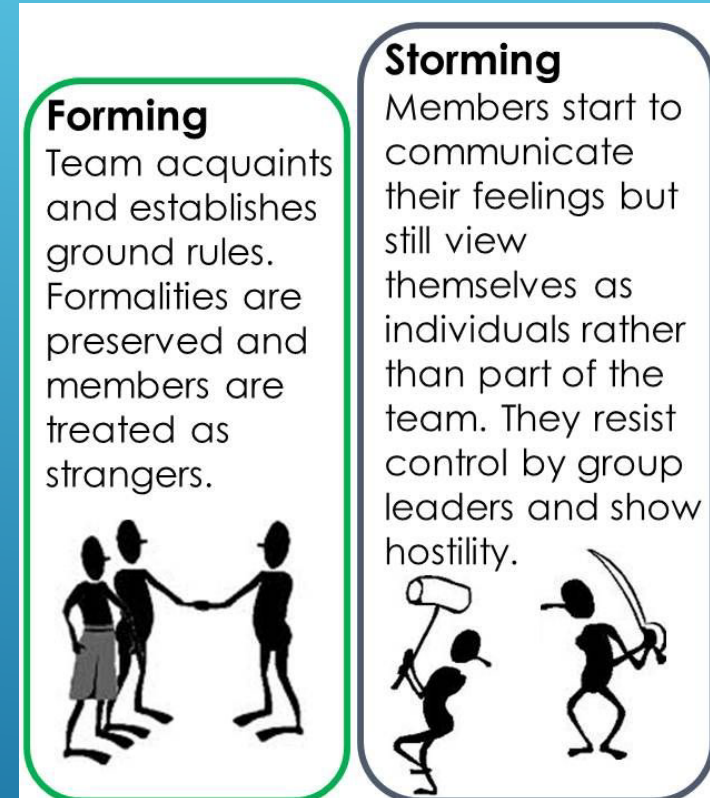
Tuckman's Stages of Team Development

Forming:

- ▶ This stage relationships are formed.
- ▶ People's strengths and weaknesses are tested.
- ▶ No common understanding of a goal is distinguished.

Storming

- ▶ This stage represents a time of conflict within the group.
- ▶ Goal is distinguished.
- ▶ Tuckman ([22]), 386) stated that 'group members become hostile toward one another.



Norming:

- ▶ By this stage group members distinguish team members roles.
- ▶ Begin to share opinions, and ideas.
- ▶ Discovering the most effective ways to work with each other.
- ▶ Neuman and Wright ([13]) describe this as a stage of developing shared mental model.

Performing:

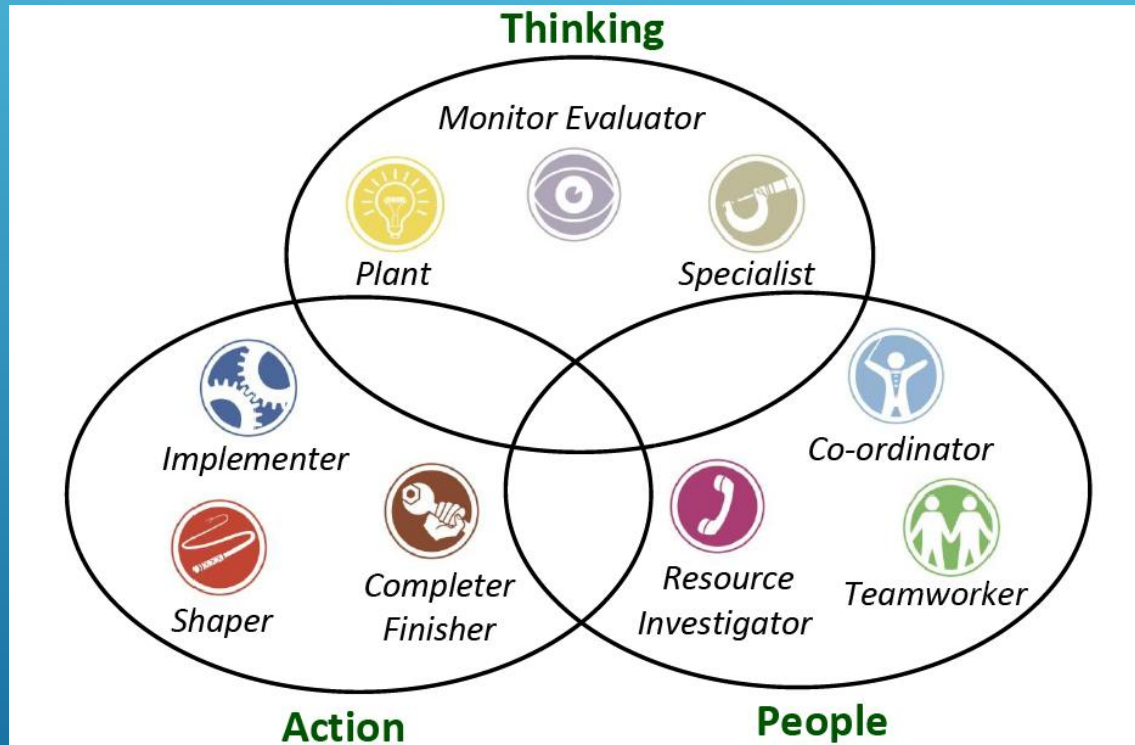
- ▶ At this final stage members of the team are actively engaging with one another.
- ▶ working collectively to reach the end goal,.
- ▶ Often this called synergy.
- ▶ Kobiruzzaman ([2021]) stated “Interaction patterns reflect virtually no tension.



Team Roles

- ▶ The 9 team roles and their advantages/ disadvantages
- ▶ **Plant**- free thinking, can solve difficult problems. But they often do not communicate effectively as there too preoccupied.
- ▶ **Resource investigator**- explores opportunities & develops new contacts. Although they may be over-optimistic and potentially loose interest after a while.
- ▶ **Co-Ordinator**- delegates effectively, mature& confident. Offload own work share& manipulative.
- ▶ **Shaper**- has the drive to overcome obstacles and dynamic. They can be known to offend other people's feelings.
- ▶ **Monitor**- strategic and sees all options whilst judging accurately, they may lack the ability and drive to inspire others and over critical

Team Roles



- ▶ **Team player-** listens and divert frictions, co-operative. Avoids confrontation indecisive.
- ▶ **Implementer-** practical, turns ideas into action and organizes what needs to be done slow response to new possibilities and inflexible.
- ▶ **Completer finisher-** polishes and perfects anxious. Reluctant to delegate.
- ▶ **Specialist-** self starting single minded, but only contributes a little dwells on technicalities.

Team Roles

- ▶ The Belbin theory says that there is 9 roles that need to be occupied with any team. These roles are also used to identify behavioral weaknesses and strengths within the workplace. These roles are all used to ensure the teams communicate with a clearer communication.

Criticism related to the Belbin theory-

- ▶ One of the main criticisms is that Belbin is behavioural based, and behaviour patterns can change a lot from time.
- ▶ Raymond Meredith Belbin was born in 1926 he was an English researcher and management consultant he was best known for his management teams.

CONFLICT MANAGEMENT

Conflicts Management is the process is the managing of conflicts. Conflicts are disputes arising in a team, workplace or an organization due to differences in ideologies of two or more person.

Conflict have there following reasons of development in a team or workplace. These conflicts are caused due to the following reasons.

- ▶ Harassment and behaviour of bullying which is one of the main causes of conflict which occur when a team member is harassed or is bullied by someone. There are different types of bullying and harassment.
- ▶ Discrimination causes conflicts are caused to the discrimination of racism, gender, age or position.



PREVENTION OF CONFLICT

Prevention of Conflict means to stop the main cause of conflicts before they arise in a team. Ways of stopping conflicts are,

- Knowing the team is important for the team leader for stopping the cause of conflicts.
- Being aware of where the tension is going to start for causing conflicts
- The leader should acknowledge the stress which a team member to the others
- The team leader should be clear about what is expected of the team members after the conduction of the team
- The team leader should avoid getting involved in the politics and gossip of the team.

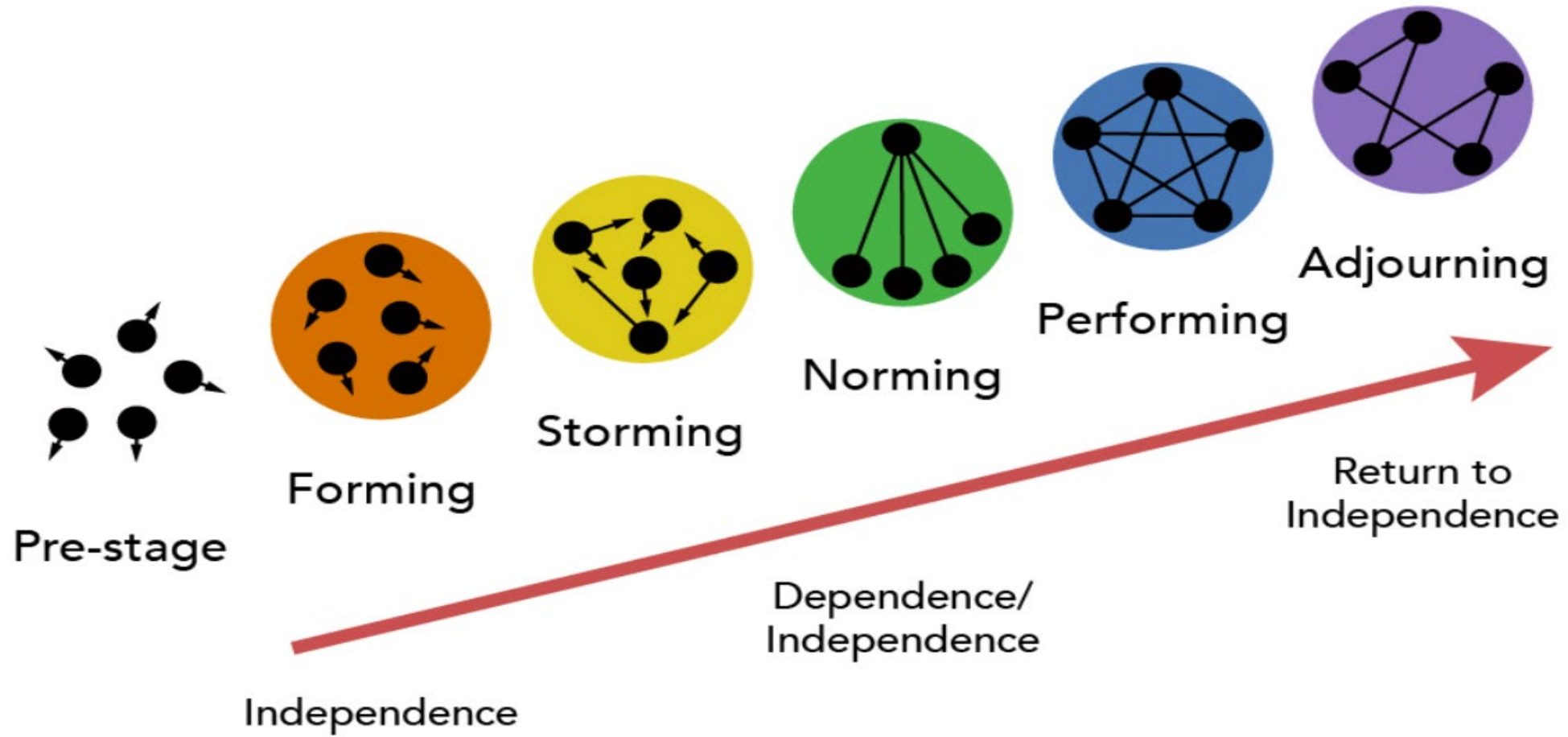


RESOLVING CONFLICTS

Conflict that occur with a team can be solved by following the certain measures taken by the leader,

- Being ready to take action as soon as the conflict is noticed.
- The leader should talk to all the people involving conflicts individually.
- Both the sides should get a chance to communicate to each other in the presence of the team leader.
- Removing those team members from the situation for avoiding the chances of conflict again.
- Taking ideas from the team member for avoiding the conflict in the future.





Successful Team Development

- ▶ **Sharing Ideas (Brainstorming):** Sharing innovative ideas help to improve task and performance. They must be liberal to share ideas with fellow mates.
- ▶ **Build up Loyalty:** This is very crucial to develop interpersonal trust in a team. It works to keep a team focused on the goals.
- ▶ **Clear about the Role:** Team should have the clear idea about the role .
- ▶ **Flawless Communication:** communication should be effective and understandable for all level. this must be smooth both ways.
- ▶ **Avoid Autocracy:** Team leader must be very flexible to adapt the different styles and ideas of others.

Cooperation: Team work is not a individual achievement rather then team success. So all Team members have to help to each other's and be encouraged to build team sprit .

- ▶ **Social interaction:** Team members have to be well-socialized. They have to know each other outside the workplace.
- ▶ **Training:** Training always give people good opportunity to learn
- ▶ **Recognition and Motivation:** Acknowledge employee's good performances and outstanding contribution and compensating them incentive.
- ▶ **Monitor and Review:** we always need to make monitor and review their performance to make its success.

Conclusion

To conclude, in order to develop a successful team it is important to carry different training sessions and evaluations. It is crucial to ensure each member knows their role within the team to avoid confusion and maximise the team efficiency.

Moreover it is important to ensure every disagreement is handle accordingly to prevent further conflicts that could affect the development and performance of the team. Lastly, it is vital to develop constant checks in the performance of each member. One of them could be to carry out performance evaluations individually . This practice will ensure that every member has the skills and support needed to ensure the best outcome.

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*Thank
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