

# Effective Team Working and Communication (BMSW4002\_LON)

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*Introduction and benefits of teamworking*

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*Managing conflict and successful team development.*

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# *What is a Team?*

A Team is a group of people who exist to accomplish specific tasks that are related to common goals.

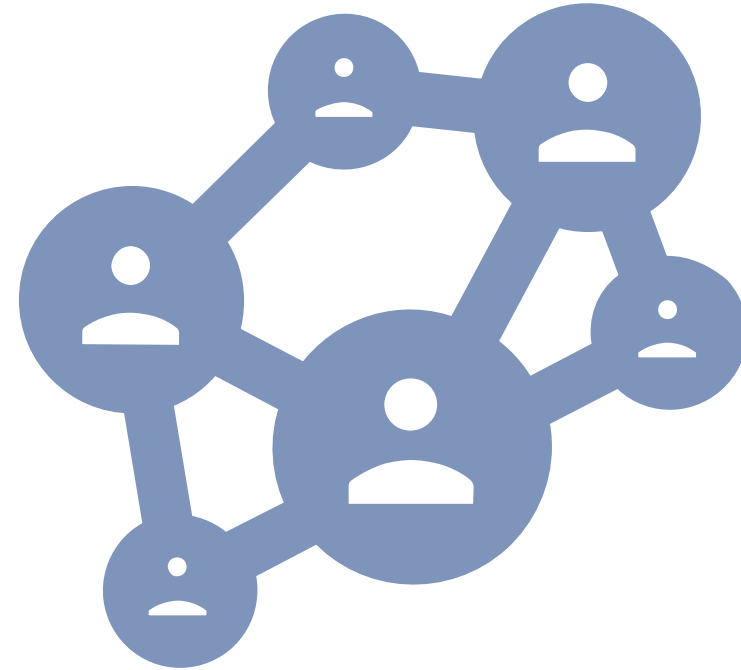


# **BENEFITS OF TEAM WORKING**



# Different factors that show working in teams brings benefits to the success of the final task:

- **Increase Productivity**
- **Provide a Support Network**
- **Encourage Innovation**
- **Improve Morale**
- **Attract Talent**



# Benefits of Team Working

- **Establish strong relationships**
- **Allow Flexibility**
- **Advance the individual's career**
- **Promote Synergy**



# Disadvantages Of Teamworking



**Potential for conflicts**



**Some people are not team players**



**Under-performing employees hide behind the team**

# STAGES OF TEAM DEVELOPMENT



# Stage of Development (Tuckman, 1965)

## Forming Stage

- Member doesn't know each other
- Trying to avoid conflict
- Be part of the team.

## Norming Stage

- Confident working together
- Accept the leadership

## Storming Stage

- Start of conflict
- Member fight for different roles
- Find a leader.

## Performing Stage

- High productivity
- Trust between the member.

# TEAM ROLES



# The 3 Categories of Belbin Roles

## Action-oriented Roles

- Shaper
- Implementer
- Complete Finisher.

## Thought-oriented Roles

- Plant
- Monitor-Evaluator
- Specialist.

## People-oriented Roles

- Coordinator
- Team Worker
- Resource Investigator.

# Action Roles Belbin (Shaper)

Shaper is a member that it will be excellent in a team where there is deadline on duties and accept all the various challenges.

## Strengths

- Confident in new challenge
- Can support pressure
  - Competitive.

## Weakness

- Impatient
- Can create confusion
- Get frustrate easily.

# People-oriented Roles (Coordinator)

Coordinator are member that have good skills in listener and always keep good relationship between the team.

## Strengths

- Leadership
- Good attitude and open a new ideas
- Stable and tolerant with the member.

## Weakness

- Not very creative
- Give lot pressure to the team
- Sometimes fails to complete task.

# Thought-oriented Roles (Plant)

**Plant are focusing on the task; they have creativity and think differently to approach the challenge.**

## **Strengths**

- Excellent mind
- They can think outside the box
- Good skills of problem solving
- Accept new challenge.

## **Weakness**

- Sometimes they are lost
- Slow down the team.

# **MANAGING CONFLICTS**



# Conflicts

Having different values, ideas, and goals eventually there will be some conflicts among your colleagues.

The differences between each other may lead to misunderstanding and create a conflict which will need a plan to solve it.

# Conflict Factors

## **Communicational Factors**

Communication barriers verbal and physical like body language and this can affect the team.

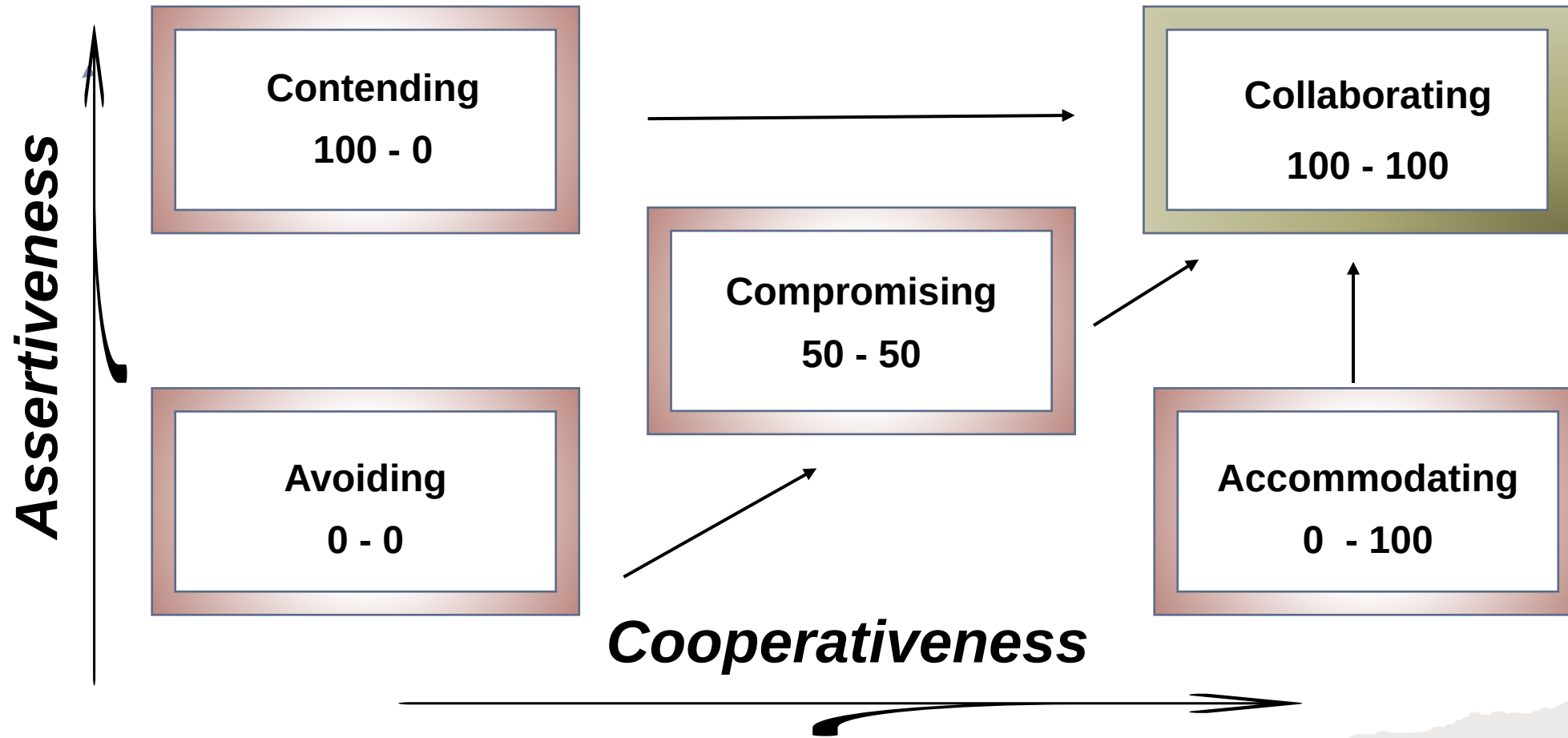
## **Structural Factor**

It's the disagreement including the size of the team and the level of participation among the employees.

## **Personal Factor**

Personal goals, values, or self-esteem and this can also affect the team.

# Thomas and Kilmann Instruments (1974)



(Thomas and Kilmann, 1974)

**SUCCESSFUL  
TEAM  
DEVELOPMENT**



# Developing a Team



Takes Great Leadership



Not Afraid of Decision Making



Managing Emotion



“Art of people”

# Building a Strong Team

Be Aware of How You Work

Get to Know the Rest of the Team

Clearly Define Roles & Responsibilities

Be Proactive with Feedback

Acknowledge and Reward

Always Celebrate Success



**IN CONCLUSION..**

**EFFECTIVE TEAMWORKING CAN BE THE  
KEY TO THE SUCCESS OF YOUR BUSINESS!**

**THANK YOU ALL FOR YOUR  
ATTENTION!**

# References

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