

BMSW 4002

Effective Team Working and Communication

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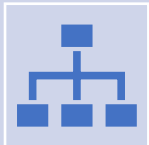
Introduction



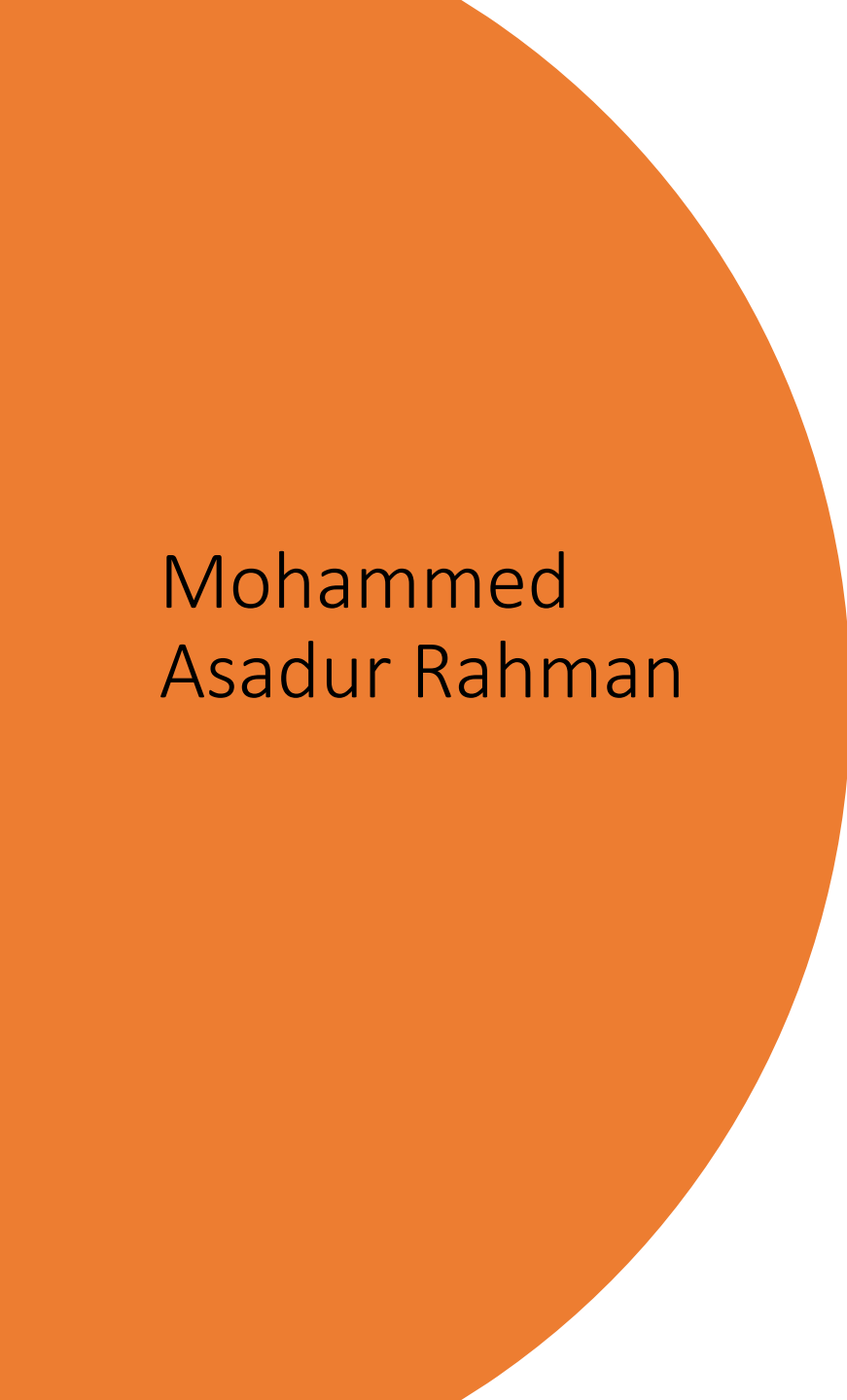
Building Bonding & Co.



Our goals is to help team development in the workplace



Our current task is to provide support to
Mark & Spencer Management

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Mohammed
Asadur Rahman

Benefits of the team working



Benefits of the team working

It creates shared experience and knowledge

It boosts productivity

It provides a support network

It improves customer service

Shared experience and knowledge



Share their expertise with each other



Learn from colleagues



Gaining more knowledge



Build trust

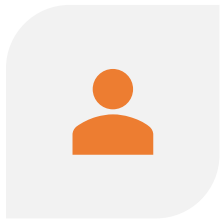


Share a strong bond with each other

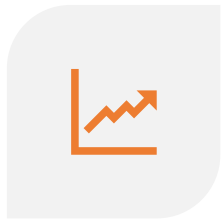


Feel comfortable and confident

Productivity Boost



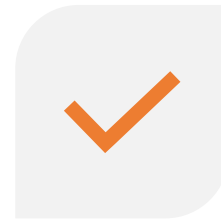
WORKLOAD
SHARING



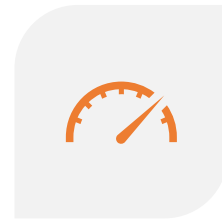
INCREASE OF WORK
PRODUCTIVITY



HELPING EACH
OTHER



TASKS COMPLETED
FASTER



MORE EFFICIENT

Support network

Members valued and supported by each other

Better business support

Help and rely on each other for support and guidance

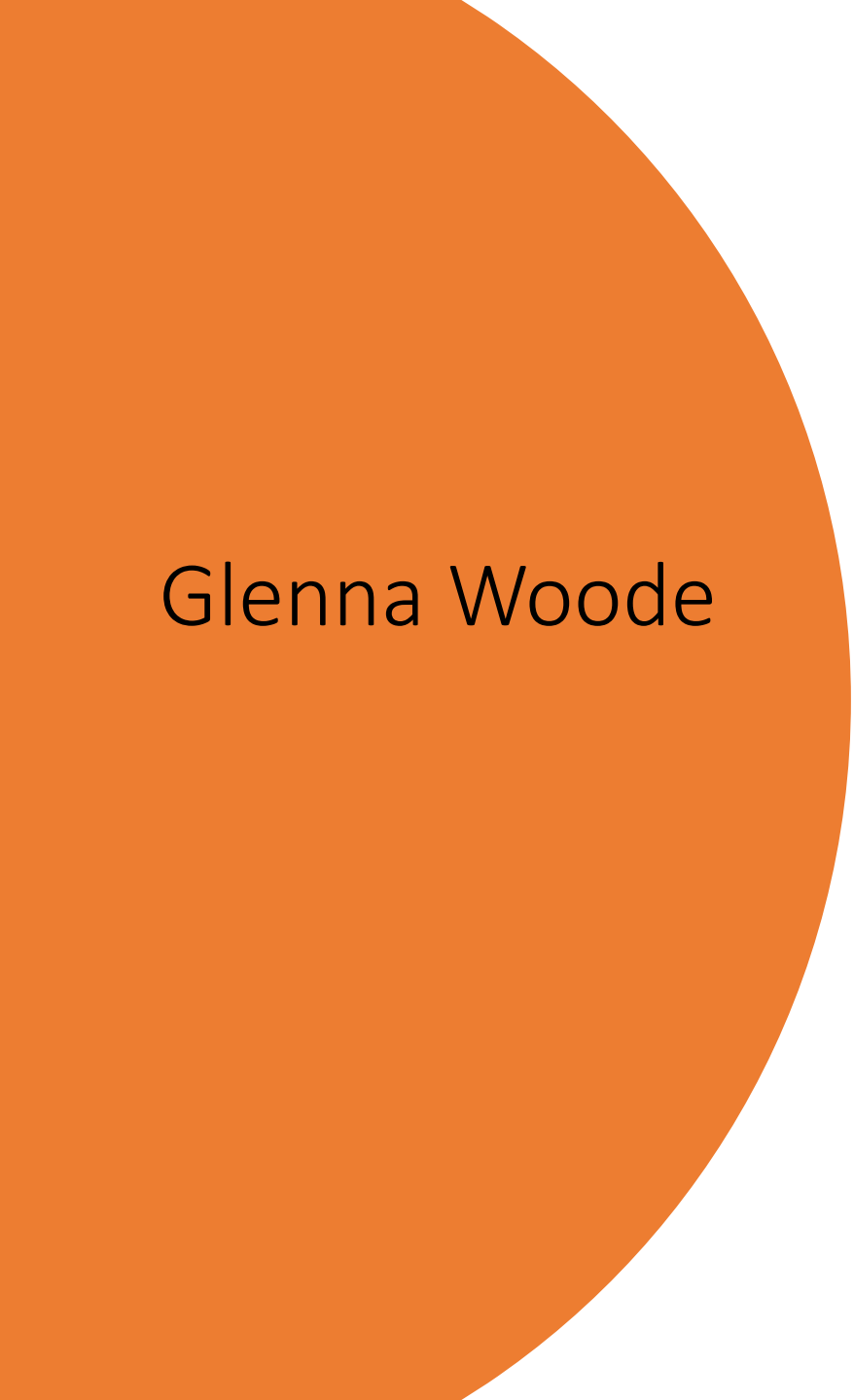
Better Customer Service

Improve service

Resolve customers' problems faster.

Consistent customer service.

Less stress in the team

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Glenna Woode

Team Roles



Team Roles—

R.Meredith Belbin's Theory

Meredith Belbin was an academic who invented the team roles in 1969.

Team Roles are used to identify the pattern of behaviour and traits of individuals in a team.

In a workplace, many roles are created according to their strengths and weaknesses.

There are nine team roles, categorised into three sections: Action Oriented, People Oriented, Thought Oriented

Action Oriented

Shaper

- **Strengths**

- Dynamic , extroverts
- Solves Problems
- Explore Options
- Likes challenges
- Helps motivate others

- **Weaknesses**

- Argumentative
- Hurting other people

People Oriented

Coordinators

- **Strengths**

- In leadership
- Chairperson or Chairman
- Pursues aims and objectives
- Mature.

- **Weaknesses**

- Allocate personal responsibilities to others.
- Authoritative and uncreative.

Thought Oriented

Monitor-Evaluator

- **Strengths**

- Analyse, evaluate
- Critical thinkers
- Weighs positives and negatives

- **Weaknesses**

- Lacks emotion
- Demotivating.

Limitations of Belbin

Mainly designed to be used for measuring an individual's behaviour in a team.

It is structured towards the workplace, but not within a home or social environment.

The personality and other attributes of a person are not considered, which could be necessary for improvements within a team.

Cultural Divide resulted in the theory being focused on White middle-class men.

Situational Leadership

(Hersey and Blanchard, 1969)

- Paul Hersey and Ken Blanchard found the theory based on the management of teams using different adaptive styles to suit their abilities
- A Leader is someone who has the ability to organise various talents within a group with a view to achieving a common goal.
- Situational Leadership - This refers to when leaders adapt to different styles of leadership to suit the level of development of their teams

There are four leadership styles:

- S1 Telling: Direct form of leadership when the leader tells the group what to do. There is little or no interaction or working together.
- S2 Selling: There is a need to convince the team to follow the leader. There is more group interaction or working together in a group.
- S3 Participating: The leader strikes a relationship with the team, becomes part of the team and shares in decision making.
- S4 Delegating: The leader passes on the responsibilities of task to various members of the team, who will confidently carry them out because of their experience.(According to Hersey and Blanchard)

Maturity Levels in a team

M1 - Workers with least experience can be linked up with a Telling Leadership style.

M2 - Inexperienced people who have slight knowledge and skills and willing to carry out tasks without their leader can be linked to a Selling Leadership Style.

M3 - Workers who have most of the skills, to carry out most tasks by themselves even without a leader, have a participating style.

M4 - Team members who are completely and confidently capable of carrying out tasks independently without the help of a leader have a Delegating leadership style

Limitations of Situational Leadership

- Situational Leadership concentrates on short term needs rather than long term in the workplace.
- It may not be effective when tasks are repetitive in a busy work environment.
- Situational leadership can cause confusion by introducing a style of leadership that may not be suitable or applicable to an employee.
- It can be beneficial to only the Leader.
- This study shows that team roles and situational leadership play an important part in the management of an Organisation.

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Santiana Rutkowska

Stages of team development





Bruce Tuckman

- Birth: November 24, 1938
- Death: March 13, 2016.
- Fields: Educational psychology and Group dynamics
- Novel: Long Road to Boston (1998).

Stages of Team Development

1

The Forming Stage

- People are unsure about their purpose and get acquainted with others.
- Team leader decides roles, rules and goals.
- Flat organizations structure is where everyone is expected to contribute to the decision making process.

Stages of Team Development

2

The Storming Stage

- Team members clash with their various personalities and preferred way of working.
- The team leader should start conversations to resolve conflict
- As a team leader he should remind the group about the main objectives.

Stages of Team Development

3

The Norming Stage

- Team members become friendly and cooperative.
- Members prioritise the group goal.
- Appreciate the role of the leader.
- The team give each other constructive feedback or criticism.

Stages of Team Development

4

The Performing Stage

- The team sees a high performance and efficiency rate.
- The members are self-reliant and quick to solve problems and make decisions.
- The team reaches the goal effectively with the high potential of the group members.

Stages of Team Development

5

The Adjourning Stage

- The team celebrates the meeting of the goal and objectives.
- Moving to other projects and thus dissolving the team.
- Also called the mourning stage.
- The team members find it hard to move on.



Nahla Hantoura

Managing conflict





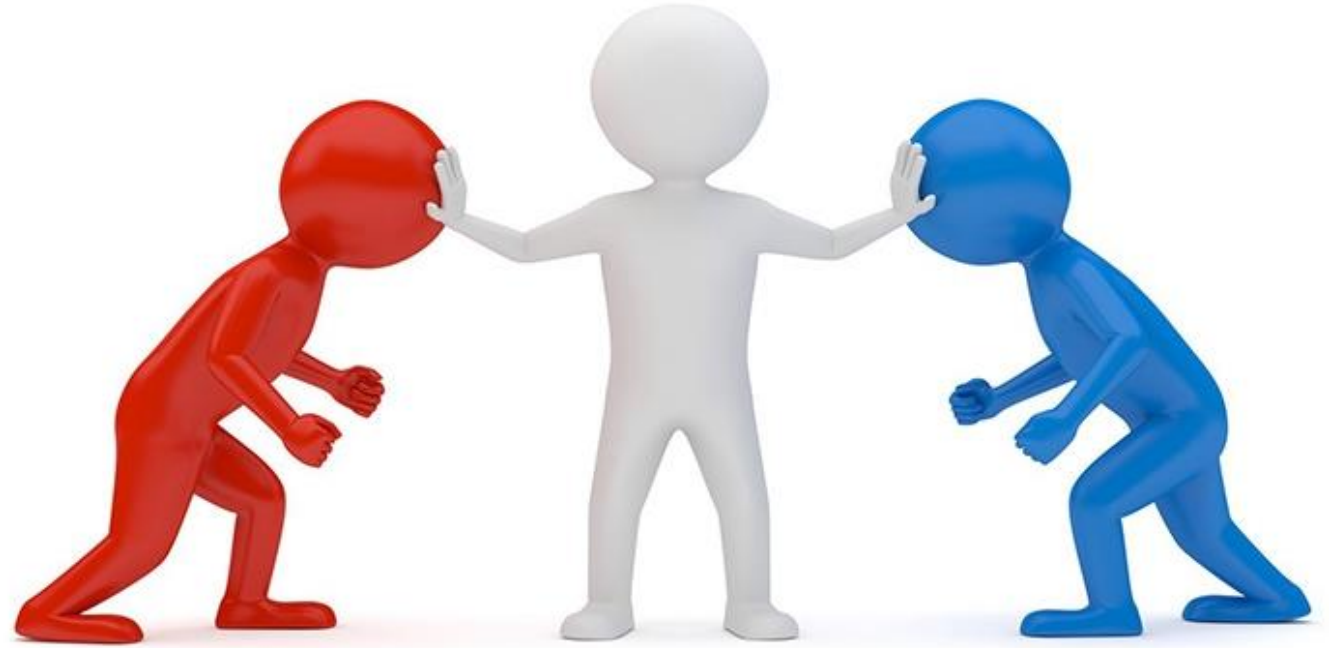
What's a conflict and why they arise among team members?

Conflict are the cause of disagreements among individuals

Different background and orientations, goals and values between individuals in a working environment causes a conflict to arise

When conflict arise
can have 3 different
categories in which
they can fall into:

(Varney 1989)



Communication factors:

- Poor communication: not understanding a task
- Not communicating with team members about concerns
- Nonverbal communication

Structural factors:

- Disagreements on certain job aspects
- Levels of participation of each member to make the teamwork
- Not understanding what's there to be done

Personal factors:

- Individuals' confidence
- Everyone's personal goals and its development
- Individuals values and needs which may differ from someone else's

How conflicts can be managed using Thomas Kilmann theory

By competition

Individual wanting to follow
Its own concern not caring
About the other person concern

By collaborating

Helping others to satisfy
Each other's issues

By compromising

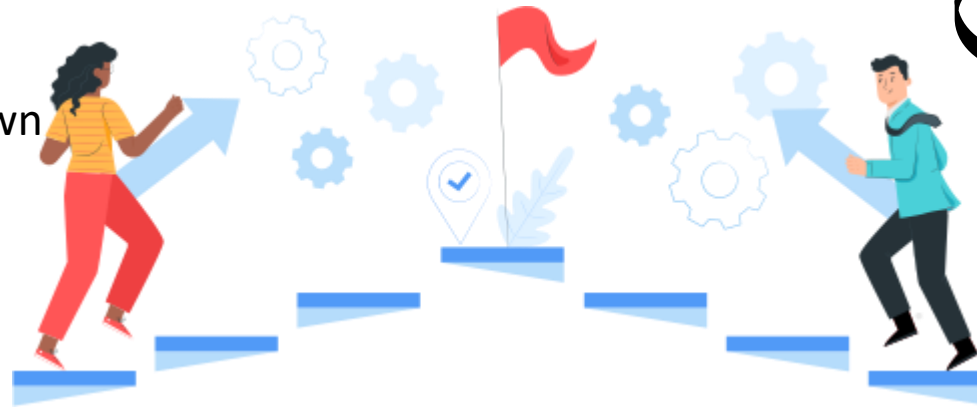
An individual who's trying
To help both parties' satisfaction
And help find a common ground

By avoidance

An individual who's not
Trying to either follow its own
Concern, nor the other
person's

By accommodation

Don't care about its own
sake in order to
accommodate the other
person



Conflicts' outcome

Through the problem-solving process a team can understand each other's weaknesses and strength and use it prevent future conflicts



How conflict can be resolved

only if team members are willing to:

- Listen efficiently to what other members' have to say
- Acknowledge others point of view
- Respond accordingly
- Reach a common ground for both parties

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Lucky Quigley

Successful team development



Successful team development

Covering the Belbin roles

Understand responsibilities

Each team member should have a role to play in their team

It is important to know who needs to do their roles according to their abilities

based on these theorys

Sharing ideas

Intelligence

Dominance

Extrovsion/ introversion

Stability / Anxiety

Socialising

I think it is important to socialise with the team members so they can trust each other and be a better team together

Adapt

Adapting to a team member is important because the team leader should be able to adapt to a team member effectively

Having common goals

It is important to all have a common goal to work towards in a team to develop successfully

Be prepared to deal with change

over time anything can happen so it's a good idea to always be prepared for the worst to make the best out of the situation

Development trust

It is important to develop trust in the team so they can trust each other and be a reliable team member in order to develop properly

Conclusion

Using what we've discussed

Building Bonding & Co.

will help team member of

Mark & Spencer

Integrate in their daily routine small tasks to increase their effectiveness as a

TEAM

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