

**EFFECTIVE TEAMWORK AND COMMUNICATION
ASSESTMENT 2**

NAME AND NUMBERS OF THE GROUP MEMBERS:

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MODULE CODE: BMSW4002_LON

Introduction

- Teamwork refers to the collaborative effort of people in a group to accomplish a task or achieve a common organizational goal.
- Open communication is encouraged in a team in order to manage and avoid conflict.
- Team dynamics includes effective coordination among group members to avoid confusion.
- Group cohesion is believed to be one of the most important characteristics of teamwork besides communication, accountability and commitment.





Benefits of teamwork

- Teamwork is beneficial to an organization as it improves productivity by increasing engagement and motivating people to work towards a common goal.
- Teamwork is important in an organization for greater synergy. It increases cooperation among the team members as each of them use their diverse skill set to achieve a common organizational goal (Scott and Queen's, 2017).
- Teamwork is beneficial to a business because it enhances innovation as the team members are able to share their ideas with one another.



Benefits of teamwork

- Teamwork is believed to be essential for increasing flexibility. This is important for creating an adaptive team that is ready for any challenges at all.
- Each team member is aware of their individual roles and responsibilities and is able to support the team during challenging situations (Scott and Queen's, 2017).
- Teamwork is beneficial to an organization as it helps the business to overcome obstacles. The team members are able to propose multiple solutions in order to manage the issue.

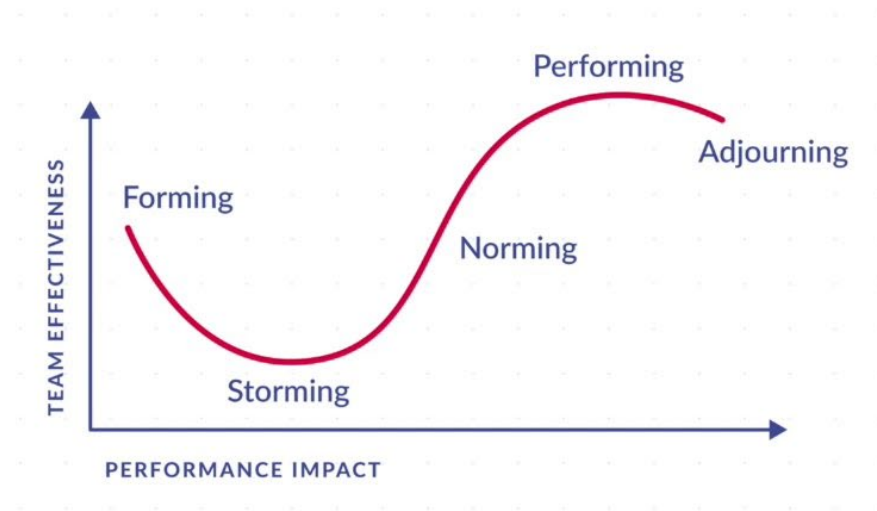


Benefits of teamwork

- Teamwork is beneficial to a business as it promotes a healthy working environment and reduces stress.
- Team members are able to engage in communication beyond work and this creates a healthy relationship between them.
- Effective team working creates growth opportunities for individual members and this enables the business to retain employees and reduce the turnover rate (Ahmad and Manzoor, 2017).
- Teamwork promotes diversity as well in terms of ethnicity, experience, skills, knowledge, expertise. This is believed to be essential for building a strong team.

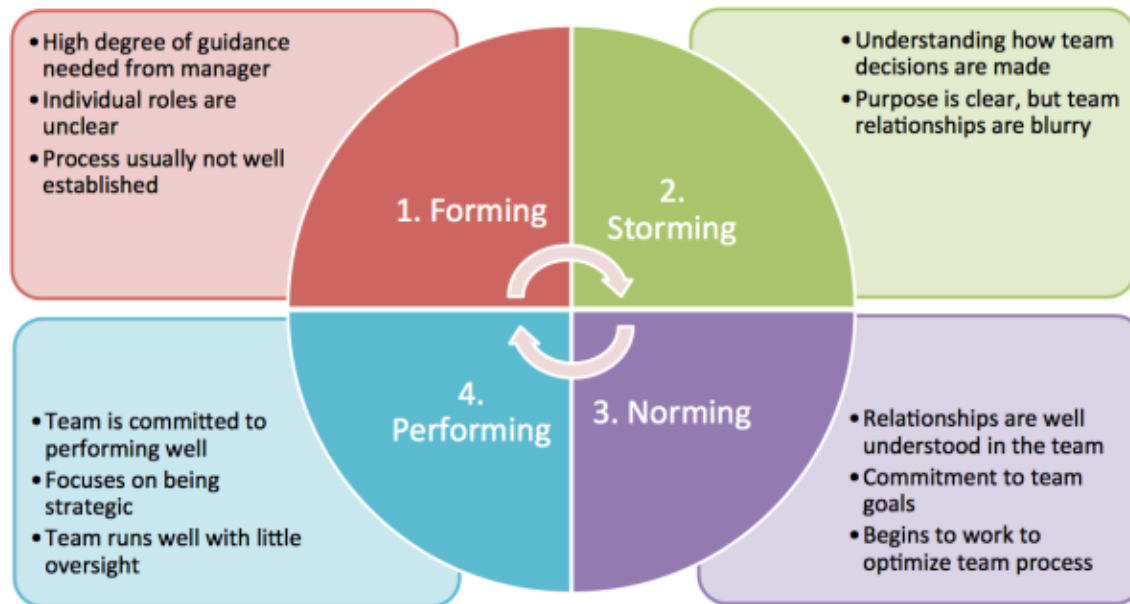
Stages of team development

The 5 Stages of Team Development

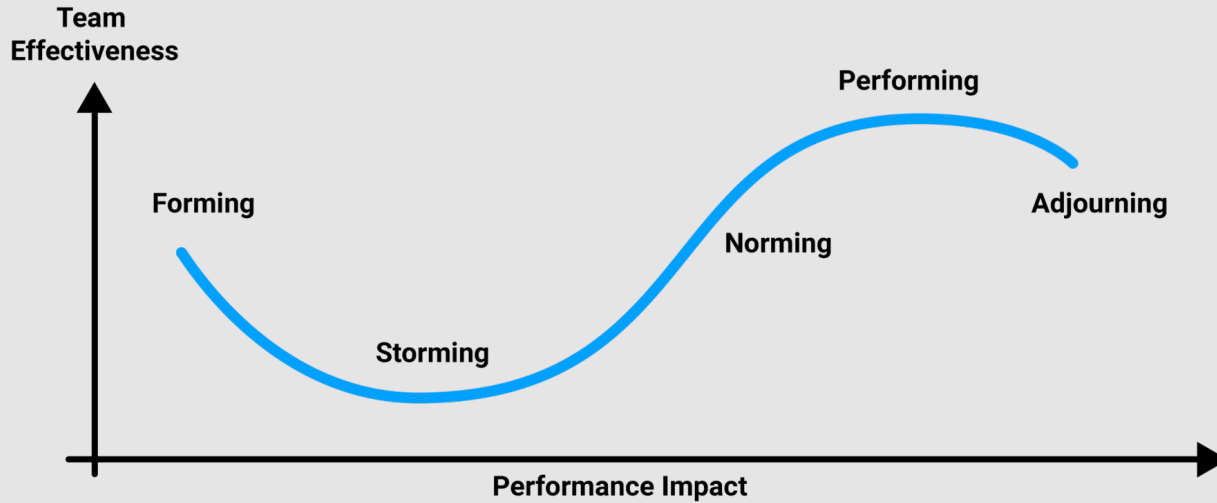


- **Forming:** This is the first phase where the team is involved in the process of orientation. This is the phase when they get acquainted with one another. This stage is characterized by uncertainty and the team is depended on authority and leadership and needs guidance (uxplanet.org, 2021).
- **Storming:** This is the second stage of team development. This phase is characterized by competition and conflict among the team members. The team members are unable to agree on a point.

Stages of team development



- **Norming:** This is the third stage of the team development model, and the team members are able to manage conflict and begin to establish a bond. They are able to identify their individual roles within the team.
- **Performing:** The fourth stage is characterized by cooperation and consensus and therefore, the team is more organized, mature and well-functioning (Jones, 2019). The organizational goals and missions are clear to them.



Stages of team development

- **Adjourning:** This is the final step of Tuckman's team development model. In this stage, the team members are able to achieve the common organizational goal. The combined effort of the team enables the organization to accomplish a task within the deadline (Jones, 2019).

Team roles

Shaper:

- **Strength:** These team members are challenging, thrive on pressure, and are dynamic. They are able to overcome challenges effectively.
- **Weakness:** They are known for offending the feelings of other team members (ifm.eng.cam.ac.uk, 2021).

Implementer:

- **Strength:** These team members are disciplined, reliable, conservative. These people are able to transform their ideas into actions.
- **Weakness:** These team members are flexible in nature.

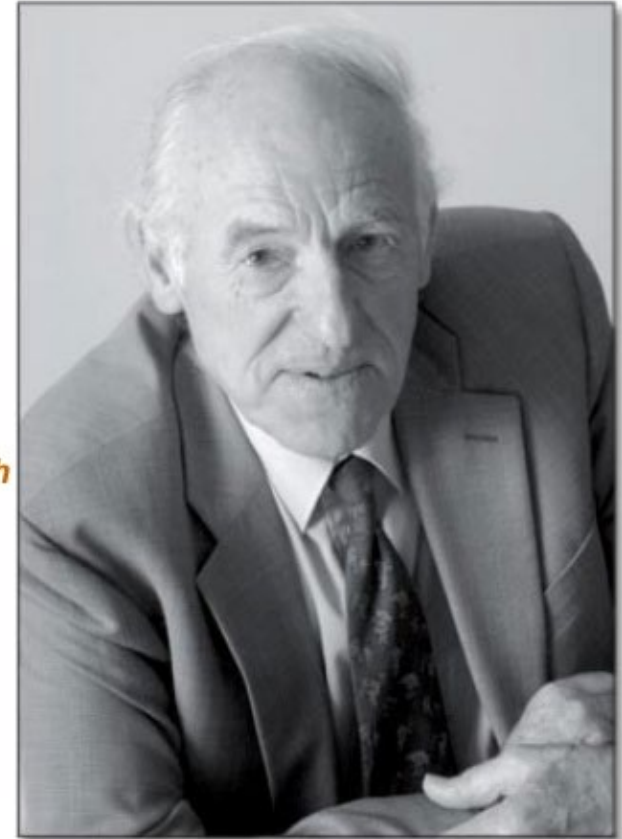
Finisher:

- **Strength:** These team members are able to resolve errors and identify mistakes. They are able to deliver a project on time.
- **Weakness:** They are unable to delegate a task in an effective manner.

Belbin's Team Roles

"What is needed is not well balanced individuals, but individuals who balance well with each other."

Belbin 2003



Team roles

	Team role	Strengths	Allowable weaknesses
Action oriented roles	 Shaper	- Challenging, dynamic, thrives on pressure - The drive and courage to overcome obstacles	- Prone to provocation - Offends people's feelings
	 Implementer (company worker)	- Disciplined, reliable, conservative and efficient - Turns ideas into practical actions	- Somewhat inflexible - Slow to respond to new possibilities
	 Completer finisher	- Painstaking, conscientious, anxious - Searches out errors and omissions - Delivers on time	- Inclined to worry unduly - Reluctant to delegate
People oriented roles	 Co-ordinator (Chairman)	- Mature, confident, a good chairperson - Clarifies goals, promotes decision-making, delegates well	- Can often be seen as manipulative - Offloads personal work
	 Teamworker	- Co-operative, mild, perceptive and diplomatic - Listens, builds, averts friction	Indecisive in crunch situations
	 Resource investigator	- Extrovert, enthusiastic, communicative - Explores opportunities - Develops contacts	- Over-optimistic - Loses interest once initial enthusiasm has passed
Cerebral roles	 Plant	- Creative, imaginative, unorthodox - Solves difficult problems	- Ignores incidentals - Too pre-occupied to communicate effectively
	 Monitor evaluator	- Sober, strategic and disarming - Sees all options - Judges accurately	Lacks drive and ability to inspire others
	 Specialist	- Single-minded, self-starting, dedicated - Provides knowledge and skills in rare supply	- Contributes only on a narrow front - Dwells on technicalities

Plant:

- Strength-** These members in a team are unorthodox, creative and imaginative and solve complex issues (Paulamäki, 2018).
- Weakness-** At times these members could be too preoccupied to communicate effectively with others and they ignore incidentals.

Evaluator/monitor-

- Strength-** These members are strategic, discerning and sober and judge all options accurately.
- Weakness-** These members however lack the ability and drive to motivate others in the team.

Specialist

- Strength-** These members are single minded, dedicated and self-starting and exhibit strong skills and knowledge (Paulamäki, 2018).
- Weakness-** They only contribute on a rather narrow front.

Team roles

Coordinator:

- **Strength:** These team members are mature, confident and an efficient chairperson. They are able to clarify goals and promote decision making.
- **Weakness:** These team members are believed to be manipulative in nature.

Team Worker:

- **Strength:** These team members are cooperative and diplomatic. They have the ability to listen to others (ifm.eng.cam.ac.uk, 2021).
- **Weakness:** These people are characterized as indecisive.

Resource investigator:

- **Strength:** These team members are extroverted, communicative and enthusiastic.
- **Weakness:** These people are described as over optimistic.



Conflict management

- Conflict management refers to the process of restricting the negative factors of conflict and encouraging the positive aspects.
- It also refers to the strategies that are geared towards the accomplishment of fruitful resolution amongst the people involved in a matter of conflict.
- Conflict in most cases results from workplace incivility (Piryani and Piryani, 2018).
- There are many approaches that are used for managing conflicts in the workplace.



Conflict management

- The stages of conflict management can be explained by using Thomas Kilman's model of conflict management.
- This model is used by human resources professionals for managing and resolving conflicts in the workplace.
- According to the theorist there are five strategies of conflict management, and these are accommodating, avoiding, collaborating, competing and compromising (Labrague and McEnroe–Petitte, 2017).
- One must know how and when to use each strategy.



Conflict management

- **Accommodating-** This style of conflict management involves the acceptance of one another's opinion.
- **Avoiding-** This conflict resolution strategy is employed when the involved parties ignore the conflict thinking the issue will be resolved over time.
- **Collaborating-** When due to the difference in knowledge or ideologies cause a potential rift, the involved parties tend to integrate their ideas to reach a common ground of acceptance.
- **Competing-** This is a kind of resolution in which the assertive member having the spirit to fight wins and the other loses.
- **Compromising-** The aim of this style is to find an acceptable, mutually and expedient solution that partially serves the interest of both parties.



Successful development of team

Successful teams in a workplace encourage the members to share insights and ideas, solve problems and consider solutions together (Kim, 2017). Some strategies are discussed henceforth.

- **Goal-oriented mindset:** Successful teams implement, track and set goals and objectives together for improving and increasing productivity and efficiency.
- **Commitment to job roles:** The individuals in the team are encouraged to take up responsibilities based on their expertise and strengths.



Successful development of team

- **Open to development and learning:** The members of a team may adjust responsibilities and roles according to the project requirements. The members who challenge their learning and skills in task implementation encourage and foster professional growth.
- **Diverse experiences and perspectives:** Because diversity encourages innovation and creativity, teams that have a great spectrum of opinions and experiences have the capacity to give their best to a task (Kim, 2017).
- **Shared culture:** Whether it is group or company culture, the teams that are specifically united by a common goal, a singular mission are able to work successfully and often are motivated.



Successful development of team

- **Accountability and responsibility:** Successful teams are encouraged to share goals and values and each member is accountable and held to the same level as others.
- **Communication:** Through clear communication, good teams complete tasks, provide work updates and brainstorm solutions.
- **Leadership:** Leaders who are able to provide directions and motivate the members in a team, build successful teams (Soni, 2020).



Conclusion

- Deloitte suggests to organizations that they should encourage teamwork for enhancing the overall organizational performance.
- Good teamwork fosters a positive workplace culture and enables members to share insights and ideas.
- Team development is explained with a range of theories such as Belbin's team role, Tuckman's team development and Kilman's model of conflict management.



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Thank You