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Effective team working and
communication (BMSW4009)

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Task 1 Written Report

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Introduction

Teamwork is the collaborative effort of a group of individuals to achieve a shared objective in the most efficient way within a limited time frame (Mathur,2025). Teamwork is therefore crucial in the work environment and to complete any task involving other people successfully. In order to enhance my own teamwork skills I have identified my team role, using Belbin's theory. Understanding my natural team role will allow me to engage better with a group and produce a more effective outcome. This is because out of Belbin's 9 team roles, a certain combination is required to be successful and each is equally important in achieving a positive outcome. After completing the assessment I came to find that my natural team roles are the specialist thinking and team worker people roles. This report will discuss how this discovery along with other theories have led to a change in how I participate in teamwork and also my future plans on how to continue improving my teamwork skills.

Findings

Using Belbin's team roles assessment I have found that I am a specialist thinker. This means that my contribution to the group consists of providing highly specialised information in certain areas (AccelerateUK, 2015). This role is beneficial to the team because most members may have a broad and vague understanding of a certain topic or idea. Therefore, if I have a deeper and more specialised knowledge I can act as a source which the whole group can benefit from. After realising that this is how I contribute to a team's thinking I became more willing to step in and contribute to discussions, particularly if I feel that I have a good amount of knowledge on a certain area. I demonstrated this new understanding recently when in a trustee meeting in my local community I was able to add to the discussion surrounding correct filing methods for government paperwork due to my extensive experience in dealing with similar matters. This not only improved my own confidence and communication skills but also benefited the team significantly, as without my specialised response they would not have been able to access such information as easily. Additionally, I found that my other team role is team worker. This is a more diplomatic role, which ensures cohesion within the team and that all members feel comfortable and valued (Bitesize Learning, 2025). After realising this role I have become more willing to communicate with all members of the group, ensuring that none feel excluded and that personal issues are noticed and solved immediately to guarantee efficiency. This is a highly important role in a team as without a team worker, personal issues may get in the way of practical work, leading to inefficiency and further conflicts to arise. Overall, Belbin's team roles have led me to better understand my natural position in a team, allowing me to leverage my strengths to achieve the best possible outcome in group activities.

After researching communication methods I have realised the importance of strong communication skills in a team and how much they contribute to a successful outcome. Learning about methods such as active listening made me reflect on my own communication skills and showed me ways that I can improve them. Active listening teaches to not interrupt, not jump to conclusions, to understand what others are saying and where they are coming from (Cuncic, 2024). This made me realise that at times I can fall into using poor and ineffective communication methods. For example, when working on a group presentation I sometimes tried to lead the conversation without allowing others to conclude their statements, this led to frustration and conflicts arising. However after using some of the methods taught in active listening such as paying full attention to the speaker and using verbal and non verbal cues, I was able to significantly improve the outcomes of my conversations (Mindtools, 2025). This led to less conflict, better understanding of each other and ultimately a more efficient completion of the group task.

Another absolutely essential part of effective teamworking is having good conflict resolution skills. In a team, conflicts are inevitable whether they are due to personal or practical reasons. Learning about the Thomas Kilman model was highly beneficial in understanding the outcomes of using different conflict resolution methods as well as shedding light on my own style (McPheat, 2022). The method includes a diagram with assertiveness and collaboration as the two variables. My own conflict resolution style involves a high level of assertiveness combined with a high level of collaboration, according to the model this leads to a collaborative outcome. This outcome involves full problem solving, where both parties

fully express their concerns and work towards completely solving both issues. Using Kilman's model I was able to realise that my conflict resolution model is a win-win approach where no party has to compromise (Cote, 2023). I believe that this approach is ultimately the most effective and when solving conflicts I must keep my levels of assertiveness and collaboration high in order to reach the most beneficial outcome for the group.

Conclusion

In conclusion, I have learnt a significant amount about effective teamworking using a variety of different sources and theories. I believe it is crucial that I use what I have learned about myself such as my natural team role and conflict resolution style to continue improving my teamworking skills. In the future when I am faced with a teamwork setting I will ensure that I leverage my natural roles to ensure the best possible outcome for the team. Furthermore, I have also acknowledged and taken steps to improve my shortcomings when it comes to communication. In the future I will continue to research and apply effective communication methods as I am doing currently to ensure that I reduce conflict and misunderstanding when working in a team.

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