

Effective Team Working and Communication



Assessment 2

BMSW4002 – LLOYD BEHARRY



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Together

T

E

Everyone

Achieves

A

M

More



INTRODUCTION



Benefits of Teamworking

- Financial benefits
- Products quality
- Different points of view
- Encouragement of learnings and creativity
- Union of the workforce
- Stress relief



What to improve:

- Improvements of trust between workers
- Improvements of problem solving
- Improve motivation

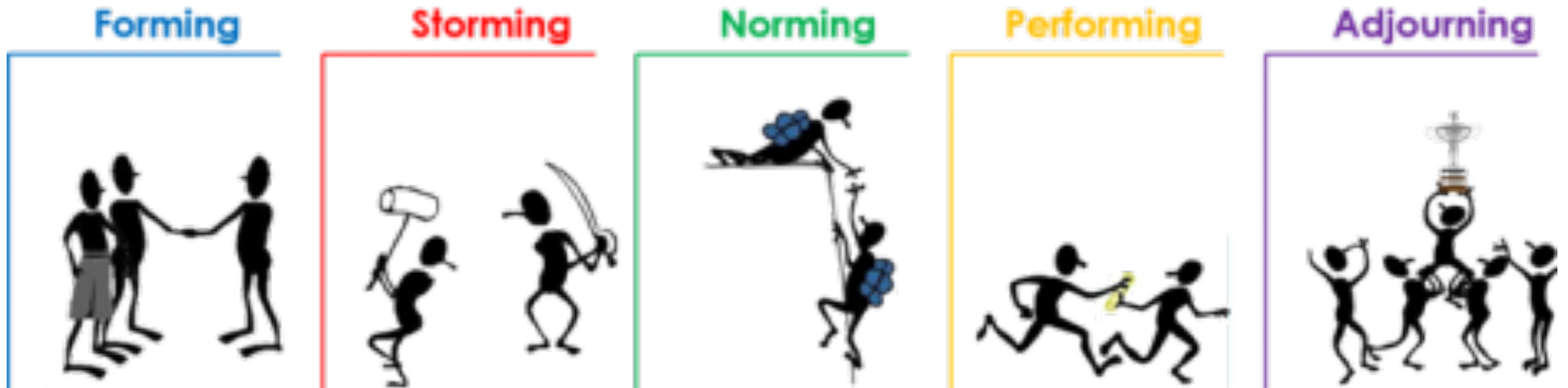




Stages of Team Development

Stages of Team Development

- Introduced in Wayne Tuckman in 1965
- Later on in 1977 Tuckman and Doctoral Student Mary Ann Jensen added the fifth and final stage



Forming

Team members
are introduced to
each other

People are
selected based on
their motivation
and enthusiasm

Main problem -
uncertainty

- Storming

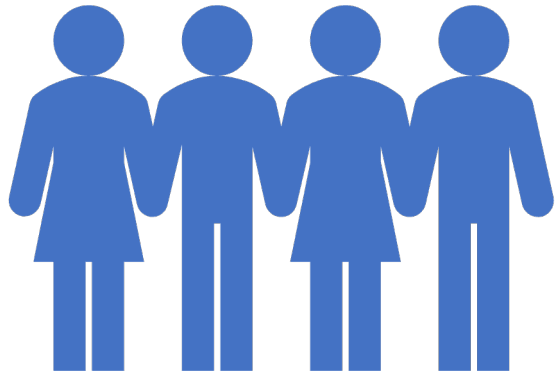
- People pushing against boundaries and often get in conflicts
- People becoming frustrated with one another's approaches
- Some teams never make it past this stage



- Tips to manage the stage

- Developing good communication skills
- Accept individual differences
- Explain roles and responsibilities so nobody is feeling unsure or overwhelmed
- Do one on one check ins

Norming



- People start to resolve problems and differences
- Respect their leader
- Confident in their roles
- Feel more comfortable asking for support and giving appropriate feedback
- Team performance increases drastically

Performing



- Individuals start to function really hard and perform easier together
- Team is now mature, motivated and more organized
- Members feel satisfaction
- Differences among members are appreciated and used to enhance the team's performance.

Adjourning

- This stage is reached naturally, because many projects/tasks come to an end
- Some individuals may find it difficult as they are bonded with one another
- Celebration of team's achievements



Team Roles



The Belbin Model

- Coined by Meredith Belbin
- 9 different team roles
- Creates the balanced team
- Based on skills and preferences
- Roles develop over time



Belbin's 9 Team Roles

- **Monitor Evaluator:** Analyze and evaluate ideas
- **Specialist:** Have specialized knowledge
- **Plant:** Creative innovator
- **Shaper:** Improve the team
- **Implementer:** Do the objectives



Belbin's 9 Team Roles

- **Completer: Oversee project completion**
- **Coordinator: Traditional leader**
- **Team Worker: Give support**
- **Resource Investigator: Explore team's options**



Introduction

- In the presentation, managing conflicts in the organisation has been analysed.
- The essentiality of situational leadership in handling conflicts in the organisation has been described.
- The analysis on the Thomas-Kilmann Conflict Mode Instrument has helped to understand the major components behind conflict management in the organisation.



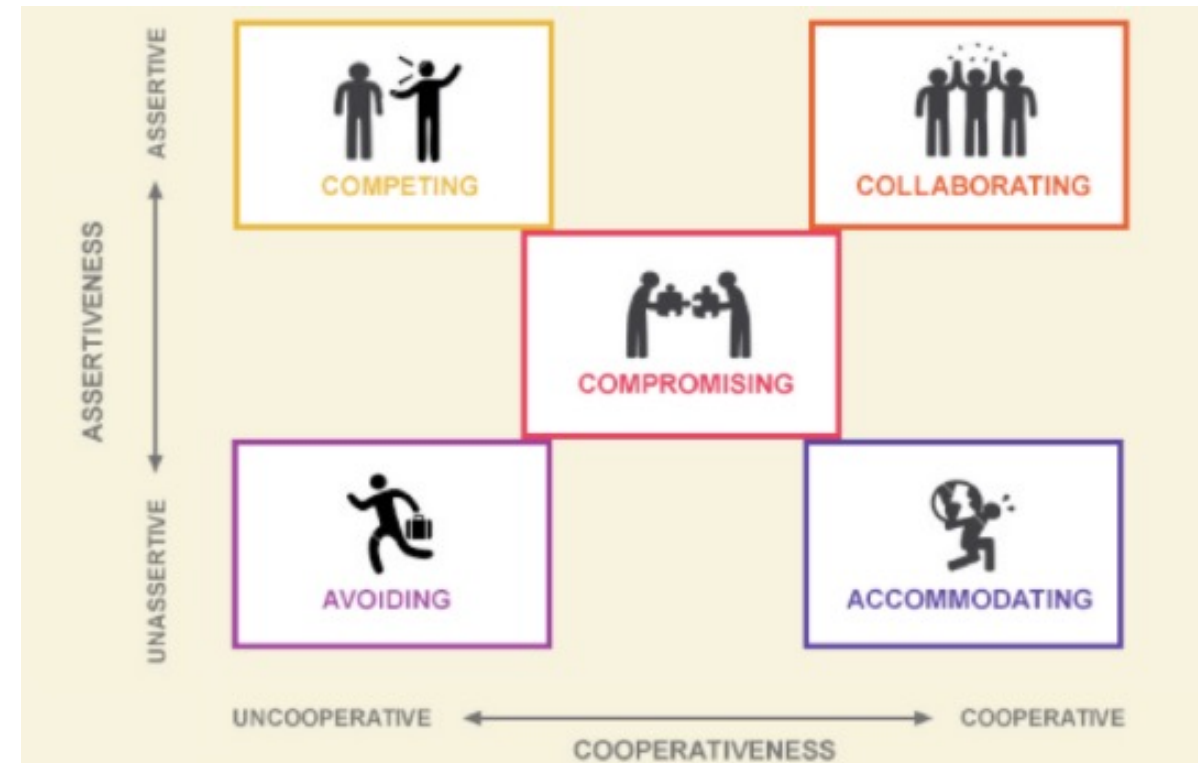
Conflict Management

- Conflict can be defined as a clash between individuals' thought process, attitudes, understanding, interest and requirements. It arises from issues with interpersonal relationships (McKibben, 2017).
- Conflict management aims to eliminate any negative aspects of a situation and brings positive approach to provide solutions for the situation.
- Managing conflict in the organisation is extremely important as it enhances the unity of the organisation.
- Situational leadership makes the leader understand and interprets the situation of the organisation more easily and act according to it (Blanchard, Hersey and Johnson, 2000).



Thomas-Kilmann Conflict Mode Instrument

- The major five styles of conflict management introduced by Thomas-Kilmann shows that organisation can adopt these styles.
- It not only helps with managing conflicts, but also creates effective communication in the organisation (Koley and Rao, 2018).
- Collaborating style is a combination of being assertive and cooperative towards each other in the organisation.
- Competing styles refer to focus on own concerns rather than other people.
- Avoiding style refers to completely ignoring an issue; also accommodating style is opposite of competing which focuses on self-sacrifice to accommodate (Koley and Rao, 2018).
- The comprising style aims to solve mutually which satisfy both parties.



Recommendations

- It is important to have an accepting attitude towards conflict, and manage them on an ongoing basis (Broome *et al.*, 2019).
- Active listening of a calming agent is essential in keeping the situation in control.
- Adopting an attitude of agreeing to disagree, for giving equal importance to everyone's perspective, irrespective of their positions, focusing on the future is very important.



Conclusion

- Conflict management in the organisation is extremely essential as it helps to keep the peace and constant productivity competence of employees intact.
- The leadership form and conflict management model show that with some innovative ideas and proper communication in the organisation conflicts can be avoided.



A 3D illustration on a grey background. In the upper right, the word 'TEAM' is written in large, red, 3D block letters on a white cylindrical pedestal. In the lower left, four yellow 3D human figures are working together to assemble a path of colorful puzzle pieces (green, yellow, red, orange, blue, purple) that leads from a white cylindrical pedestal in the foreground towards the 'TEAM' pedestal. The puzzle pieces are in various colors: green, yellow, red, orange, blue, and purple. The figures are positioned along this path, with one figure at the start, two in the middle, and one at the end near the 'TEAM' pedestal.

Successful Team Development

The effective team

Team competencies



ATTITUDE-BASED
COMPETENCIES



SKILL-BASED
COMPETENCIES



KNOWLEDGE-BASED
COMPETENCIES

Team development interventions



TEAM TRAINING



LEADERSHIP
TRAINING



TEAM BUILDING



TEAM
DEBRIEFING



Conclusion

- Teams are found anywhere
- Where are the issues?
- *Effective* team

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