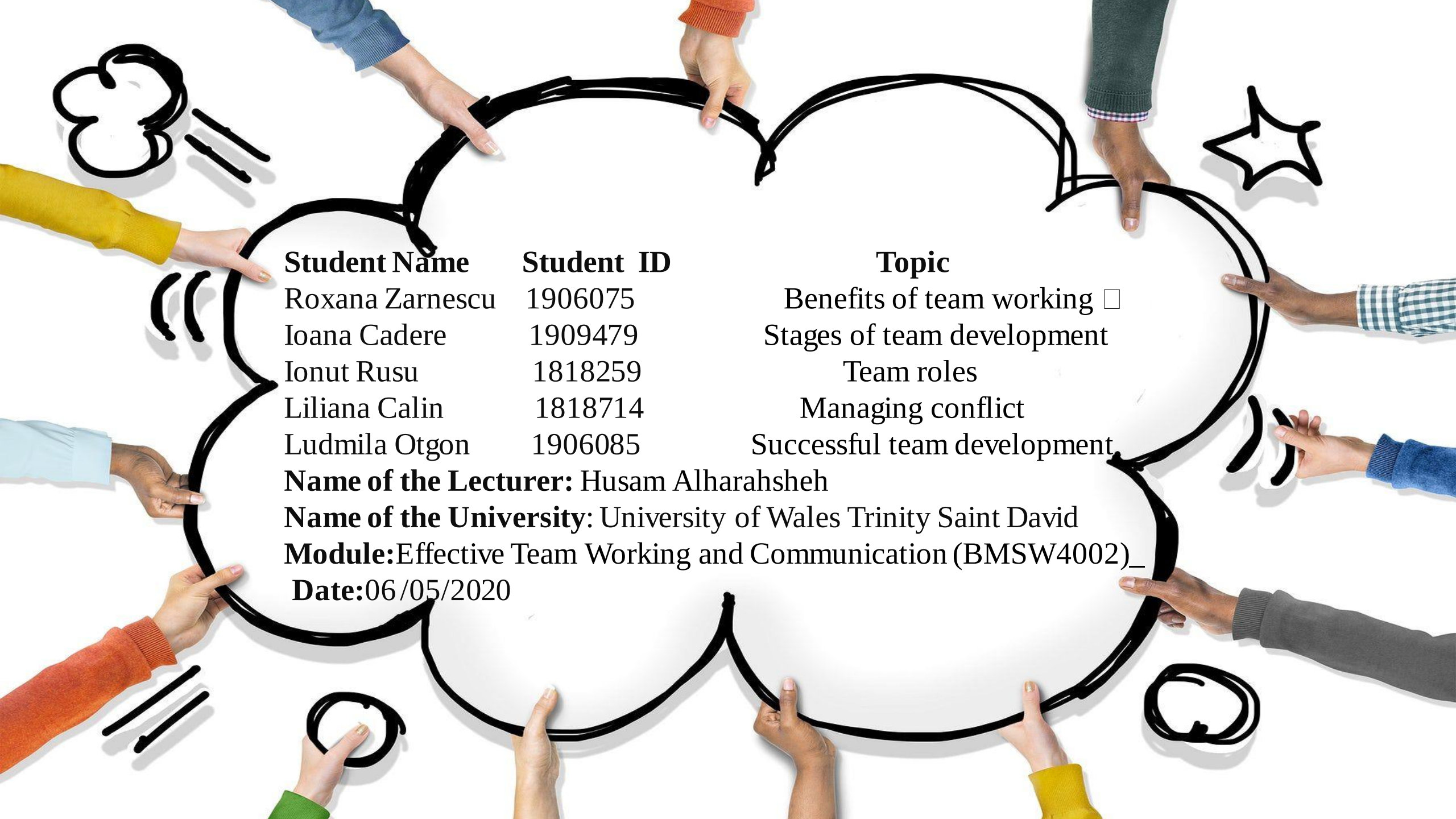




READY FOR A LIDL CHANGE?



Student Name

Roxana Zarnescu

Ioana Cadere

Ionut Rusu

Liliana Calin

Ludmila Otgon

Student ID

1906075

1909479

1818259

1818714

1906085

Topic

Benefits of team working ☐

Stages of team development

Team roles

Managing conflict

Successful team development.

Name of the Lecturer: Husam Alharahsheh

Name of the University: University of Wales Trinity Saint David

Module:Effective Team Working and Communication (BMSW4002)_

Date:06/05/2020

Table of Content

1.Benefits of Team Working.....	4
2.Stages of team development.....	6
2.1 Pre-stage.....	7
3.Team Roles.....	9
3.1 Job responsibilities.....	10
4.Managing conflict.....	12
4.1 Disadvantages.....	15
5.Successful team development.....	16
5.1 Socialization.....	17
6.References.....	18
7.Speaking Notes.....	19



1.BENEFITS OF TEAM WORKING

What is a team?

- A group of people who, under the leadership of an employer, perform at the same time a collective activity or act.
- For a team to function well, it must meet people who have compatible qualities and at the same time a common goal.



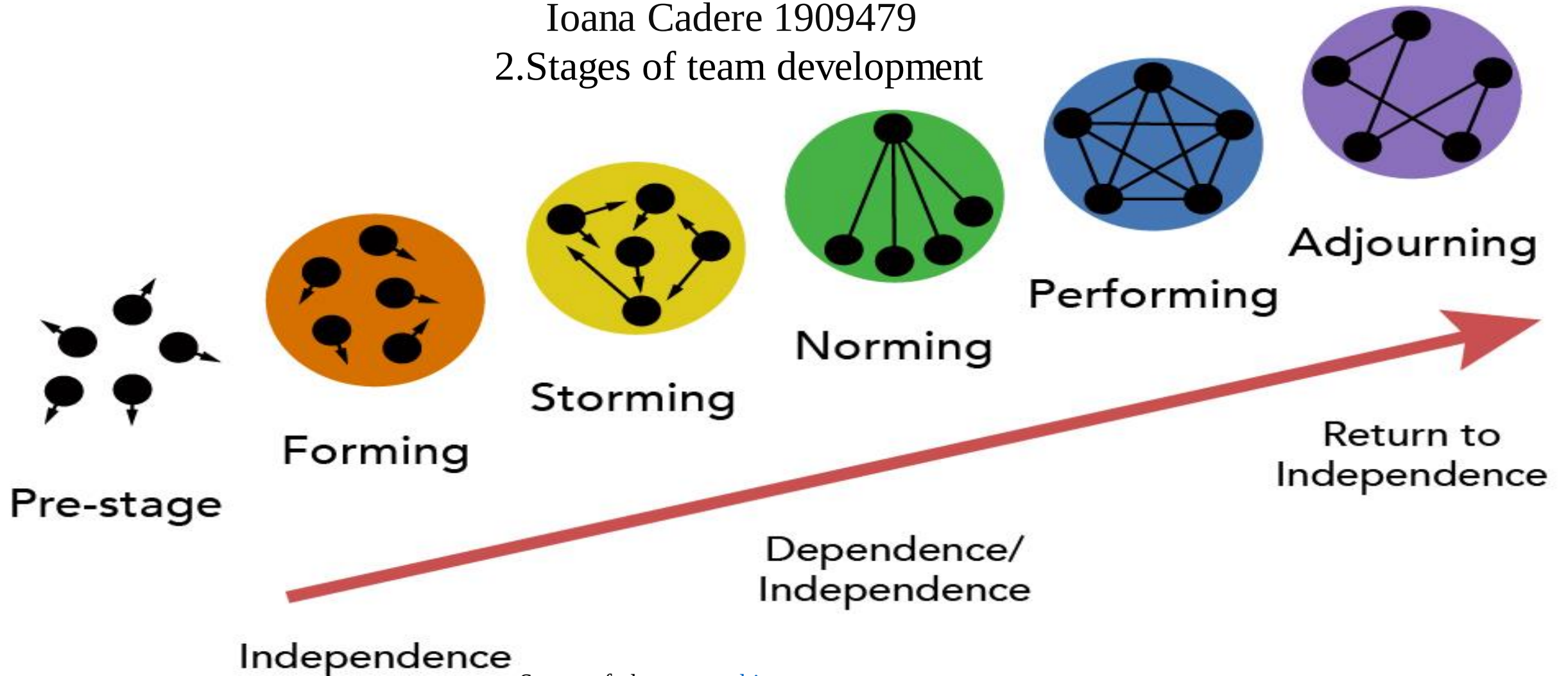
It is true that there are tasks that by its very definition do not require co-operation, where all tasks and tasks can be performed by one person, but most of the time even these tasks need to intervene at one or more of the tasks to achieve the final goal.

Any task is easier to accomplish by working in teams than by yourself. It can go much faster and easier when working as a team. Relationship, communication and teamwork skills are developed from the moment we follow a form of learning. However, it is important that at the time of employment, the development of these skills should continue.

At the organizational level, employers are increasingly focusing on team buildings organized by specialists for their employees, actively engaging them in various activities that increase a good connection between members of a team.



Ioana Cadere 1909479
2. Stages of team development



Source of photo: www.bing.com

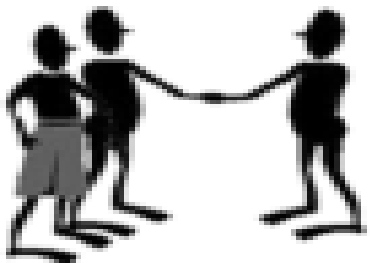
Psychologist Bruce Tuckman said, in 1965, that each team goes through 5 stages of development: training, storm, standardization, performance and postponement. The stages start at the first meeting of the team and end at the end of the project. Each member of the group is properly appointed and plays a vital role in building a high functioning team (Toggl, no date)

2.1 Pre-stage:

New it is the first meeting with team group members, first impression

Forming stage:

Confusion
Uncertain
Assessing situation
Defining goals
Establishing rules



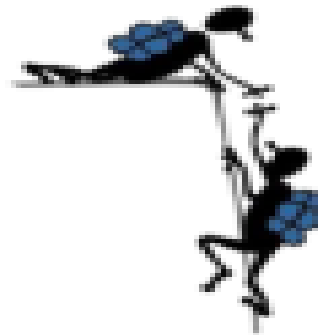
Storming stage:

Tension
Hostility
Disagreement
Struggle for leadership
Understanding exactly the role



Norming stage:

Consensus
Trust established
Leadership accepted
Establishing new rules
Co-operation



Performing stage:

Advancement in the project
Performance
Flexibly tasks
Increasing the experience
Disappointment and acceptance



Adjourning stage:

Release of inconveniences
Tension about ending the project and separation
Melancholy
Positive fillings
Appreciation for the leader
Self-evaluation



Ionut Rusu 1818259

3.TEAM ROLES

On the legal side, the team's role is to provide the necessary legal advice to the company, representation incourt, verification of contracts and projects from the perspective of applicable law.

On the governance side,ensuring the transmission of information to the company's management. On the risk side, the role of the department is to process the damage, to issue reports and analyzes on the damage, as well as to identify theexisting risks in the company. In terms of compliance, the role of the department is to ensure compliance with domestic laws and procedures and to take appropriate measures

to eliminate identified violation.



3.1 Job responsibilities:

- Responsible for day-to-day store operations.
- Coordinates, motivates, develops and inspires a team.
- Customer and leadership focused.
- Monitors and verifies staff costs and in-store productivity.
- Provides freight stocks for all Lidl product ranges.
- An employee must have these qualities: flexible,
- motivated,
- involved excellent interpersonal and communication skills,
- demonstrated skills to motivate and coordinate a team
- Each member of the Lidl team is an entrepreneur in their own role and has a duty to perform their own tasks. We promote the entrepreneurial attitude and responsibility for what is assumed. The tasks and actions required are defined for each employee.
- Details are important. This leadership is based on collaboration, that is why he addresses questions to employees and shows interest in the face of their activities.
- Through their leadership role they have a strong influence. That's why I am a good example in everything we do.



Liliana Calin 1818714

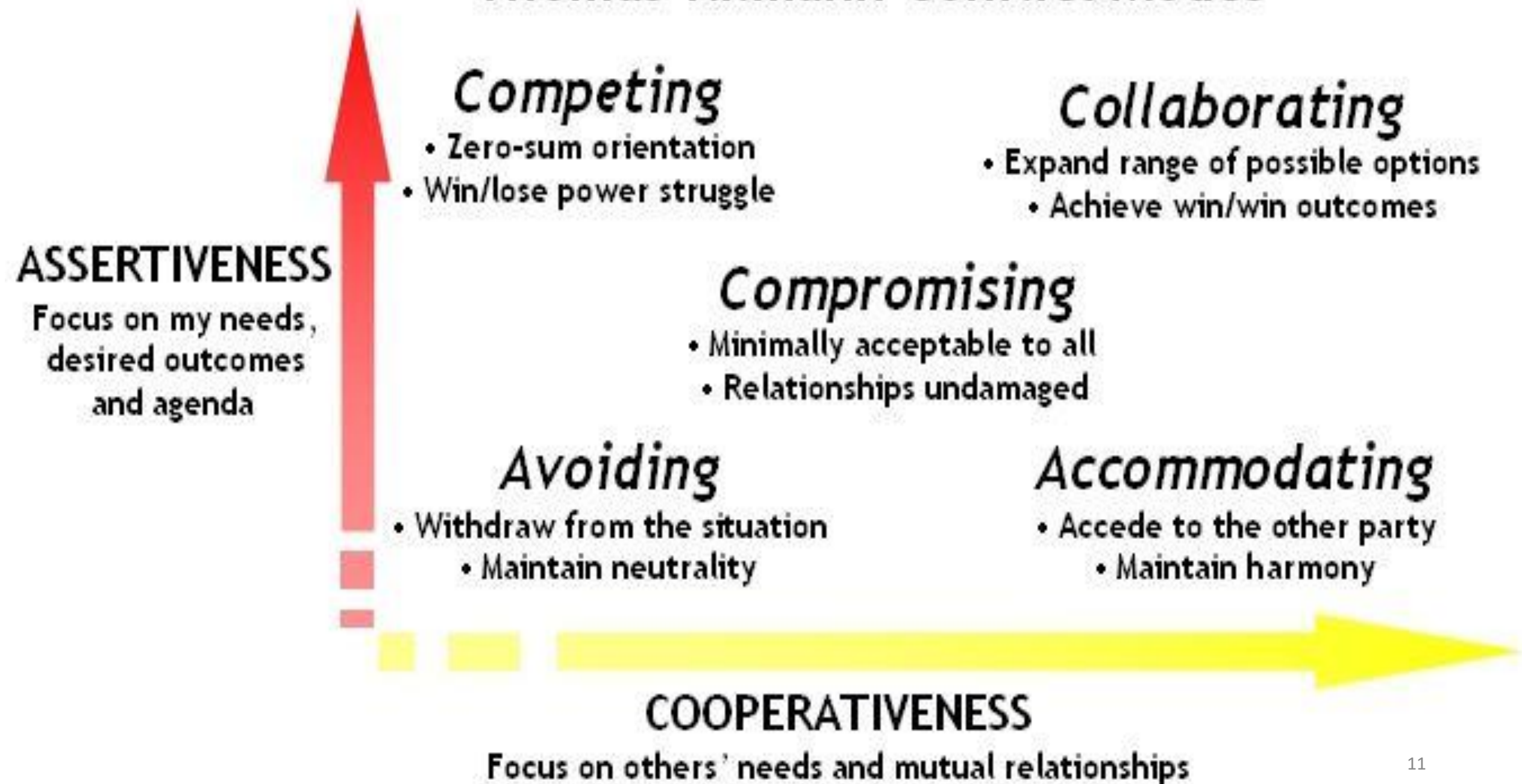
4.Managing conflict

In this point in will discuss about what is a managing conflict, the way we can solve, avoid and give an definition. There are many causes that can be degenerate a conflict in the workplace or the surroundings in which we are. The words or actions can be easily interpreting in a good or bad sense . To avoid this type of conflict we can follow some steps to found out the causes of it .

This can be managed by using the Thomas-Kilmann model.
Which is show as.Thomas,K.W., and Kilmann,R.H



Thomas-Kilmann Conflict Modes



An example of a conflict happened with the big company store Lidl, with the environmental group the sick of plastic campaign. They concern about the supermarket a plan for new in store bins for unwanted packaging. Lidl has committed to introducing segregated recycling stations at the end of customers checkouts in all 160 stores across the country .

So lidl respond to demands it might be better for them to the mirror the household waste, so customers can dispose of their unwanted packaging correctly in store, so that will be introduced to all stores in the coming days. So, we can see clearly they avoid a conflict using communication and they choose make his brand name respectful. So depends of situation we can work each other, thinking in our business, jobs, employees , we can make fun and choose have a great work in our jobs if we try to do our duties and environment happy much as possible . This is a way to do the things much better. The key is to diagnose the situation determine your preferred outcomes and use the mode must appropriate to help you achieve your goals.



4.1 Disadvantages

One of the biggest is that there is no freedom of individual thought. No matter how rational your point of view is, it must be accepted and the group, sometimes it distorts or alters opinion, putting itself to compromise with others.

Another important thing to mention is the time it takes to evaluate. If the result obtained is the desired one, the project is a success, things remain as they are and it doesn't matter who worked harder and who less. If it's a failure, the more time it takes to check these things the more participants there are.

These were some advantages and disadvantages of teamwork, with which it must be juggled in the most efficient way. The benefits are far superior to the small disadvantages, if the latter are exceeded and the attention and concentration is given exclusively to the project in the team to be realized, the final will certainly be beyond expectations.





5.1 Socialization

An exercise aid in this regard is: "Group up". The theme of the exercise is the formation and reform of various groups. The goal is team building, socializing, getting to know each other. The time must be long enough to be able to share experiences, but the pace must be fast. Examples of criteria after care can face the grouping: form groups of 3 people and the knowledge between you, group yourself who may be studying, group you are passionate about the mountains and those who are passionate about the sea, grouped - you are assigned The phone number is the last digit of the type, after which care is given to the information about the moment when you get to a home service, the group that takes care of them wear glasses, etc. (Derlogea, 2006, 60).

An example of teambuilding was made by the representative of the Lidl supermarket chain in Spain. They wanted to bring down the title on most domino-tipped pallets.

Over 160 employees worked for hours to set up the wooden pallets. However, under the watchful eye of Guinness World Records winner Lena Kuhlmann, participants finally managed to set up and overturn an impressive 1,232 pallets - one for each employee of Lidl logistics platforms across the country. In the end, they managed to turn over 1,232 pallets, one for each employee of the logistics platform in the country under the eyes of the adjudicator Guinness World Records Lena Kuhlmann.

And they won this title



6.REFERENCES:

Derlogea, Serban. 2006. Teambuilding 50 games to strengthen the team. Bucharest. Ed. Amaltea

Fatharta ,C.(2019) Irish Examiner.com

Morgan, P. 2017, The Business Student's Guide to Study and Employability, Sage Publications Ltd, London.

Source of photo, online, available on this site: www.bing.com/images/search, Accessed at 16/04/2020

5 Stage of team development, online, available at: <https://toggl.com/stages-of-team-development/>, by Toggl, no date.

Accessed at 16/04/2020

Source: <https://workteamfun.ro/munca-echipa> / (accessed on 23/04/2020 at 10:12am)

Source: work team fun. 2018. Teamwork . [ONLINE] Available at: <https://workteamfun.ro/munca-echipa>.
[Accessed 23 April 2020]

Appendix.7.Speaking notes

Roxana Zarnescu 1906075

1.BENEFITS OF TEAM WORKING

■ The American philosopher Henry David Thoreau wrote: "Creating a team is just the beginning, working together is a success, working together is a success." It will not be! Every organization works in the art of human resources, and they are always organized into teams. A team works best when co-ordinated by a leader responsible for delegating tasks with each team member and ensuring that each member is aware of the importance of being a member of the team.

■ It is true that there are tasks that by its very definition do not require co-operation, where all tasks and tasks can be performed by one person, but most of the time even these tasks need to intervene at one or more of the tasks to achieve the final goal.

Any task is easier to accomplish by working in teams than by yourself. It can go much faster and easier when working as a team. Relationship, communication and teamwork skills are developed from the moment we follow a form of learning. However, it is important that at the time of employment, the development of these skills should continue.

At the organizational level, employers are increasingly focusing on team buildings organized by specialists

for their employees, actively engaging them in various activities that increase a good connection between members of a team.

Disadvantages

■ One of the biggest is that there is no freedom of individual thought. No matter how rational your point of view is, it must be accepted and the group, sometimes it distorts or alters opinion, putting itself to compromise with others.

Another important thing to mention is the time it takes to evaluate. If the result obtained is the desired one, the project is a success, things remain as they are and it doesn't matter who worked harder and who less. If it's a failure, the more time it takes to check these things the more participants there are.

These were some advantages and disadvantages of teamwork, with which it must be juggled in the most efficient way. The benefits are far superior to the small disadvantages, if the latter are exceeded and the attention and concentration is given exclusively to the project in the team to be realized, the final will certainly be beyond expectations.

■ It is true that there are tasks that by its very definition do not require co-operation, where all tasks and tasks can be performed by one person, but most of the time even these tasks need to intervene at one or more of the tasks to achieve the final goal.

Any task is easier to accomplish by working in teams than by yourself. It can go much faster and easier when working as a team. Relationship, communication and teamwork skills are developed from the moment we follow a form of learning. However, it is important that at the time of employment, the development of these skills should continue.

At the organizational level, employers are increasingly focusing on team buildings organized by specialist

■ It is true that there are tasks that by its very definition do not require co-operation, where all tasks and tasks can be performed by one person, but most of the time even these tasks need to intervene at one or more of the tasks to achieve the final goal.

Any task is easier to accomplish by working in teams than by yourself. It can go much faster and easier when working as a team. Relationship, communication and teamwork skills are developed from the moment we follow a form of learning. However, it is important that at the time of employment, the development of these skills should continue. At the organizational level, employers are increasingly focusing on team buildings organized by specialists for their employees, actively engaging them in various activities that increase a good connection between members of a team.

Disadvantages

■ One of the biggest is that there is no freedom of individual thought. No matter how rational your point of view is, it must be accepted and the group, sometimes it distorts or alters opinion, putting itself to compromise with others.

Another important thing to mention is the time it takes to evaluate. If the result obtained is the desired one, the project is a success, things remain as they are and it doesn't matter who worked harder and who less. If it's a failure, the more time it takes to check these things the more participants there are.

These were some advantages and disadvantages of teamwork, with which it must be juggled in the most efficient way. The benefits are far superior to the small disadvantages, if the latter are exceeded and the attention and concentration is given exclusively to the project in the team to be realized, the final will certainly be beyond expectations.

Ioana Cadere 1909479

2.Stages of team development

Each stage is it important and you must go through all of them to be able to train yourself completely and to perfect the team. Here I will explain the most important actions that must be implemented at each of them:

PRE-STAGE:

- Now the first eye contact between team members takes place.

FORMING:

- Now is the first face-to-face meeting
- Each member introduces himself and talks about his skills, knowledges and experiences
- Discussions about team norms for working together
- They are presented with the project and the already existing plans
- Information on how they can help develop the project
- Discussion about team roles and responsibilities

STORMING:

- They begin to realize that teamwork is not working if someone don't join
- Understanding their roles
- Small struggles for leadership status will arise

NORMING:

- They will come to an agreement
- They will gain mutual trust
- They will choose and accept a leader
- New rules will be established, and cooperation will begin
- The team member becoming friends

PERFORMING:

- Now they are supporting each other and relaying at the team likes one
- Everyone is highly motivated to finish the project well as a true team
- They can brainstorm more effectively to solve and manage the problems

ADLOURNING:

- It is the end of the project when improvements can be seen
- The team is surrounded by positive feelings
- They will miss each other
- It is the best time to self-evaluate

Failure to follow these steps decreases the company's excellent customer service and this is not desirable, so each new member must go through all these steps.

Ionut Rusu 1818259

Team roles

3.1 Job responsibilities:

- able to work in stressful situations,
- ambition and determination to push your limits.
- Communication at Lidl is the foundation of the business model - simple and direct. They are sincere and approach conflicts openly and on time and we solve them constructively.
- As a management team, explain to others the meaning of each person's actions and always illustrates the general context and value of employee involvement in the company.
- Involve employees in decision making, and if this is not possible, we make sure that the situation is clear to their colleagues.
- Ensures that employees are the first to be informed and makes them all available the information they need.
- Respecting employees' opinions even if they are different and encouraging their questions. The priority is to answer them to make sure they understand the context general of their activity.
- Provides freedom to employees and at the same time, clear boundaries for independent decisions.
- In the delegation of tasks, we focus on skills and experience their.
- We use resources responsibly.
- And they are proud of the team's performance and put it this way in the foreground.

Schooling is the key element of the company and comprises two stages, regardless of the position for which you are employed: - in the store and in the warehouse

- where learn how important and defining the work
- activity of each individual employee is.
- At the end of the schooling period, the employees understand that each person is important and each one function must be respected in order to be able to offer customers the highest quality at the most good price

Liliana Calin 1818714

Managing conflict

The Thomas Kilmann model identifies 4 dimensions when choosing a course in a conflict situation.

These are:

Liliana Calin 1818714

Managing conflict

The Thomas Kilmann model identifies two dimensions when choosing a course in a conflict situation.

These are:

- Assertiveness is the degree which you try satisfy your own needs
- Cooperativeness is the degree when you try to help or satisfy the person's concerns

Using this model we can easily avoid a conflict, find the cause of the conflict and solve it. A team working must respect and be aware of the misunderstandings of the conversation. Listening, communicating, speaking is the way we can resolve the differences and understand each other.

5. Successful team development

- Understand responsibilities.

Team members feel responsible and focus on continuous development to achieve results. Members must understand and perceive each work and its role in the team and by what means it can be held accountable and attached to the common goal. We can analyze all these elements by asking the team members to remember a moment when they felt proud to be part of the team and a situation when the team reached the "superlative".

- Have common goals

Unlike groups, teams place a lot of emphasis regarding a free and direct discussion, a continuous one to learn something. Thus the members gain experience and gain merits. For a team to work efficiently, all the members need to interact and pursue the same common goal. However, teamwork is differentiated by: identity, autonomy, control, cohesion. The difference between the group and the team is that in the team open communication is the most important, and the goals pursued must be common to all members.

- Deal with change.

And if it can change everywhere, we need to get used to it and adapt more and more easily. It is very possible to find and find out, but it can move, it changes into stressful. It has an impact on the speed and care of people implementing decisions and caring for them in terms of always, to whom I do not see the logic in a first phase or care requires adjustment of the usual properties and routine work for a pace of care they involve stress sites.

Deal with conflict

Conflict resolution should not be left unanalyzed and unappreciated if necessary. Once the problematic situation has been analyzed in order to resolve it, each member undertakes certain actions to be taken. After each person implements their actions, the leader has the task to analyze them, to evaluate the impact that these actions had on overcoming the tense period and to make them public. This ensures increased collaboration within the team, improving the sense of belonging to the group and support from colleagues, preparing the team to prevent future problems.

- Share Information:

It is extremely important because the group receives information from the environment, processes this information through internal communication and develops products. Each member must share ideas for the good of the team.

- Share ideas.

It is essential that members make a concrete contribution to achieving the objectives, not just being part of the group theoretically. And through the ideas they bring a plus to the team,

- Develop trust.

the team must have knowledge of conflict prevention, adopting full transparency in declaring the vision, mission and organizational goals, maintaining organizational direction and aligning members with it, clear structuring of roles, tasks, responsibilities, encouraging collaboration between different departments, assuming and the role of binder to develop trust.