



EFFECTIVE TEAM WORKING AND COMMUNICATION

BMSW4002

GROUP PRESENTATION

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In this group presentation, we gonna introduce effective team working and the following topics :

- Benefits of the team working
- Stages of team development
- Team roles
- Managing conflict
- Successful team development

BENEFITS

OF THE TEAM WORKING

“We live in cities which are evidence of teamwork. We build companies that are evidence of teamwork. We watch sports which are evidence of teamwork. In our search for “self-made” billionaires and tech icons o fawn over, I think we’ve really forgotten that almost everything we do is actually in teams”

Cody Royle



BENEFITS OF THE TEAMWORK

- ❖ Boosts productivity
- ❖ Brainstorming
- ❖ Acceptance of decision
- ❖ Trust
- ❖ Risk-taking



STAGES OF TEAM DEVELOPMENT

“A successful team achieves synergy, which occurs when people together create new alternatives and solutions that are better than their individual efforts. So team achievements might be difficult or impossible to achieve by the boss alone or other individual efforts alone - but can happen if they work together as a team “
(Jones, 2012)

Forming

Team acquaints and establishes ground rules. Formalities are preserved and members are treated as strangers.



Storming

Members start to communicate their feelings but still view themselves as individuals rather than part of the team. They resist control by group leaders and show hostility.



Norming

People feel part of the team and realize that they can achieve work if they accept other viewpoints.



Performing

The team works in an open and trusting atmosphere where flexibility is the key and hierarchy is of little importance.



Adjourning

The team conducts an assessment of the year and implements a plan for transitioning roles and recognizing members' contributions.



Team roles

A **team** is a group of people working together to achieve their goals. Everyone in the team has their own role.

Defining each person's role, responsibilities, and success criteria within the team can have an instant positive impact. Belbin's 8 Team Roles (1981-1993) will help you define each person's role in the team. Belbin describes a team role as "a tendency to behave, contribute and interrelate with others in a particular way."



Belbin's 8 team roles

Team Role	Contribution	Allowable Weaknesses
Plant 	Creative, imaginative, free-thinking. Generates ideas and solves difficult problems.	Ignores incidentals. Too preoccupied to communicate effectively.
Resource Investigator 	Outgoing, enthusiastic, communicative. Explores opportunities and develops contacts.	Over-optimistic. Loses interest once initial enthusiasm has passed.
Co-ordinator 	Mature, confident, identifies talent. Clarifies goals. Delegates effectively.	Can be seen as manipulative. Offloads own share of the work.
Shaper 	Challenging, dynamic, thrives on pressure. Has the drive and courage to overcome obstacles.	Prone to provocation. Offends peoples feelings.
Monitor Evaluator 	Sober, strategic and discerning. Sees all options and judges accurately.	Lacks drive and ability to inspire others. Can be overly critical.
Teamworker 	Co-operative, perceptive and diplomatic. Listens and averts friction.	Indecisive in crunch situations. Avoids confrontation.
Implementer 	Practical, reliable, efficient. Turns ideas into actions and organises work that needs to be done.	Somewhat inflexible. Slow to respond to new possibilities.
Completer Finisher 	Painstaking, conscientious, anxious. Searches out errors. Polishes and perfects.	Inclined to worry unduly. Reluctant to delegate.

Managing conflict

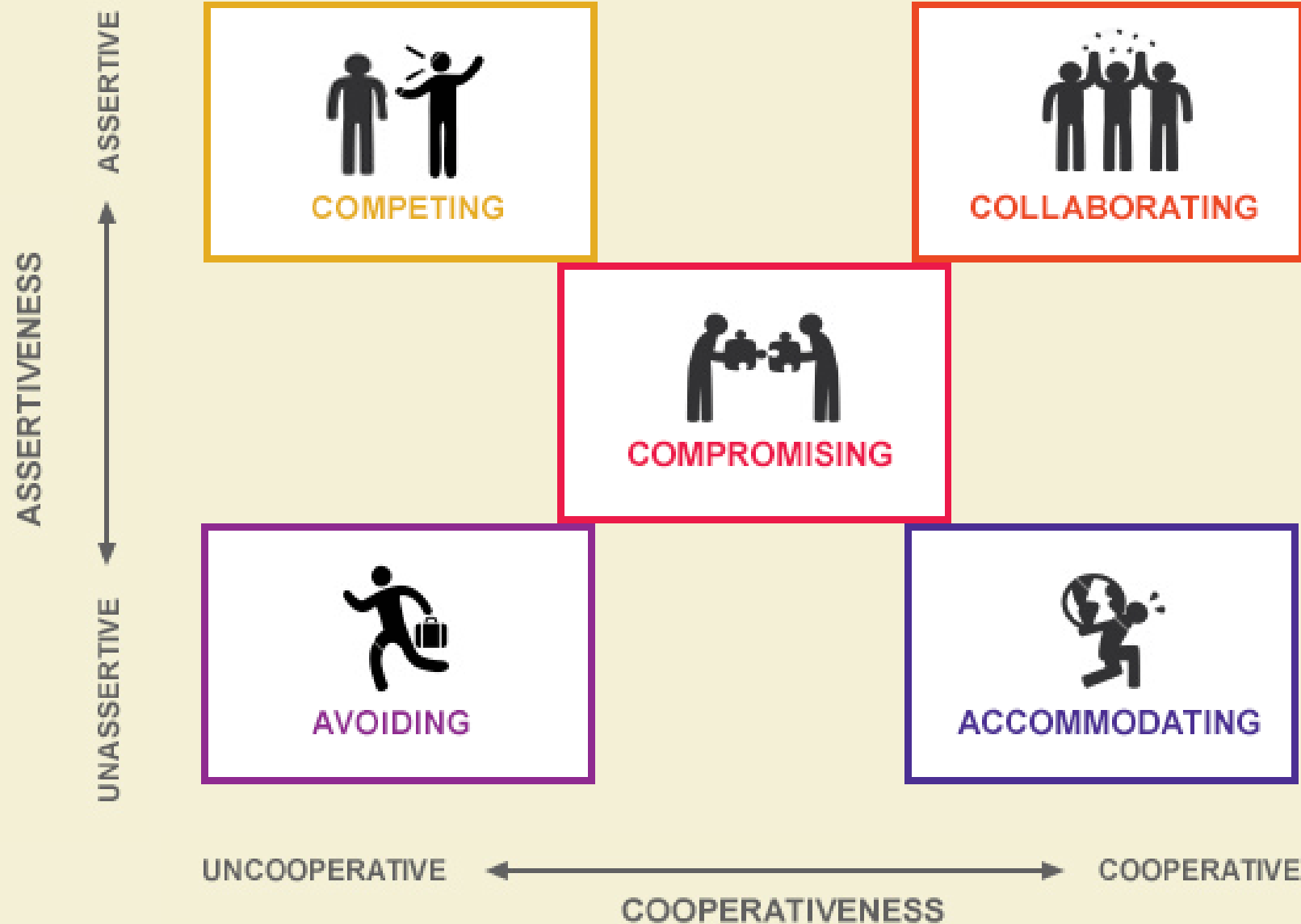
„Workplace conflict occurs when the concerns of two or more people appear to be incompatible”

The most common reasons for conflict are :

- Personality clash – different individuals, different opinions and ideas, ego, pride, etc.
- Communication conflict- poor communication, inability to listen, cultural differences & language, disinterest, etc.
- Structural disagreements – unequal authority, unequal control of resources, time constraints, number of teams, etc.

!!! The first logical step in resolving conflict is to identify the problem.

THE THOMAS-KILMANN CONFLICT MODE INSTRUMENT (TKI)



**Conflict is not always
negative and needs
to be approached
with care and
consideration”
Dr . Michael Wolter**



Conflict is positive when it:

**Causes people to consider
different ideas and
alternatives**

**Results in increased
participation and more
commitment to the decisions
and goals of the group**

**Results in issue clarification
and/or reassessment**

**Helps build cohesiveness as
people learn more about
each other**



How to prevent a conflict?

**Avoid using negative words (I
told you, You never,
Nevermind)**

**Use positive phrases like – We
can Help you, Let me explain,
I understand you**

**Don't ignore, Don't criticize,
complain or blame**

Be patience

Respect each other

**Team building is always a
good idea for team
rapprochement.**

Successful Team Development

Teams are formed into working units which are defined by their purpose, mission, or reason for existing. They do this by effectively progressing through the stages of development.

With these steps a leader can make sure that the team develops and keeps developing in order to achieve the goals:

· Decision-making

· Communication

· Culture

· Performance

· Mentoring

· Organization

· Trust

· Change

· Creativity

· Emotional intelligent

References :

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Belbin Team Roles by” The Mindtools content team “

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THANK YOU FOR WATCHING !

INTRODUCTION AND CONCLUSION – Alisar Bratu

Benefits of the Team working- Alisar Bratu

Stages of Team Development – Ferline Danqua

Team Roles –Aleksandra Batinkova

Managing Conflict – Aleksandra Batinkova

Successful Team Development- Feline Danqua

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