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Effective team working and communication (BMSW4009)

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What makes a successful team?

Islam Uddin

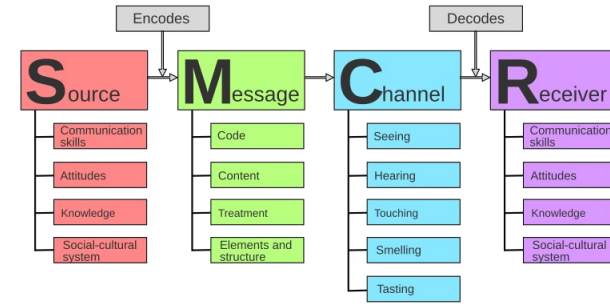
Essential characteristics of a successful team:

- Communication
- Solving conflicts
- Attitudes

**The single greatest cause of problems and misunderstanding is
poor communication.**

Communication method: SMCR

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S – Sender: the person who creates and sends the message

M – Message: the information or idea being communicated

C – Channel: the method used to send it (e.g., speaking, texting, emailing)

R – Receiver: the person who gets and interprets the message

The idea is that for communication to be successful, each stage must work properly.

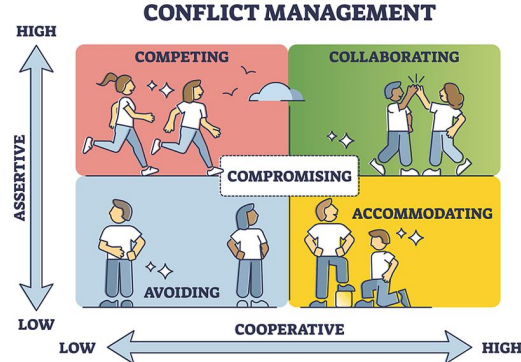
Overcoming conflicts

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Thomas-Kilmann Conflict Management Styles

Conflict can be approached in **five different ways**, based on levels of **assertiveness** and **cooperation**:

- **Competing (Win-Lose)**
High assertiveness, low cooperation. Useful in emergencies but can create tension.
- **Avoiding (No Resolution)**
Low assertiveness, low cooperation. Prevents open discussion and delays decisions.
- **Accommodating (Lose-Win)**
Low assertiveness, high cooperation. Good for preserving relationships but may cause imbalance.
- **Compromising (Partial Win-Win)**
Middle ground solution. Quick but may leave both sides unsatisfied.
- **Collaborating (True Win-Win)**
High assertiveness *and* high cooperation. Encourages open dialogue to fully resolve issues.



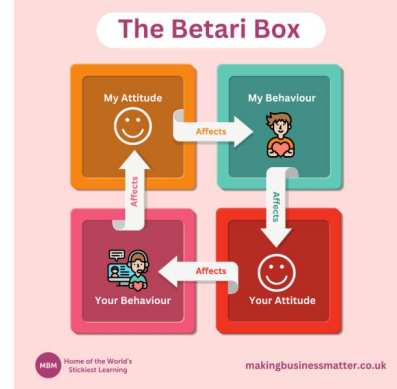
Beneficial attitudes: Betari Box

The Betari Box: Attitude → Behaviour Cycle

My Attitude → My Behaviour → Others' Attitude → Others' Behaviour → (loops back to me)

Why it helps create a successful team

- Improves communication
- Reduces conflict
- Builds trust & safety
- Creates a productive working atmosphere



Summary

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1. Clear communication (SMCR Model)

2. Effective conflict resolution (Thomas-Kilmann)

3. Positive attitudes (Betari Box)

Overall impact:

- Better cooperation
- More trust
- Stronger relationships
- Higher team performance



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