

Effective Team Working and Communication (BMSW4002_LON)

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Benefits of Team Work



Better Problem Solving

Greater Potential for Innovation

The happiest Team Members

- Solutions are created with the knowledge and skills of others.
- The ideas occur at “the intersection”. It’s the place of ideas from different industries and cultures collide and are more creative and perform better.
- It’s when you do honest feedback and mutual respect. Team members have 80 percent more likely to report greater emotional well-being



Greater Personal Growth

Less Burnout

More Opportunities for Growth

- training each other makes a successful team.
- Help to share the load between the work team.
- Praise from team members is better.



Increased Productivity

Smarter Risk-Talking

Fewer Errors

Expanded Creativity

- Motivates team praise
- Confidence because teamwork
- If there is a good work environment in the team, they Will feel less tired, and less stressed.
- Can emerge in a team that has a good level of trust.

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Successful Team Development

The Role of the Leader

- **Deal with responsibilities:** make sure everyone understands your expectations at work.
- **Cover the Belbin Roles:** the leader should ensure that the team covers the nine Belbin Team roles.
- **Common goals:** Each team member shares the same objectives.
- **Deal with change:** be prepared to adjust to changing membership.
- **Deal with conflict:** Have a plan to overcome conflict in the workplace.

The Role of the Leader

- **Share Information and ideas:** Share equally with all team members.
- **Develop trust:** A goal-focused team constantly works to earn the trust of other team members.
- **Adapt** The leader should be able to adapt their style to suit the maturity of the team.
- **Socialise:** Get to know each other outside the workplace.

MANAGING CONFLICT

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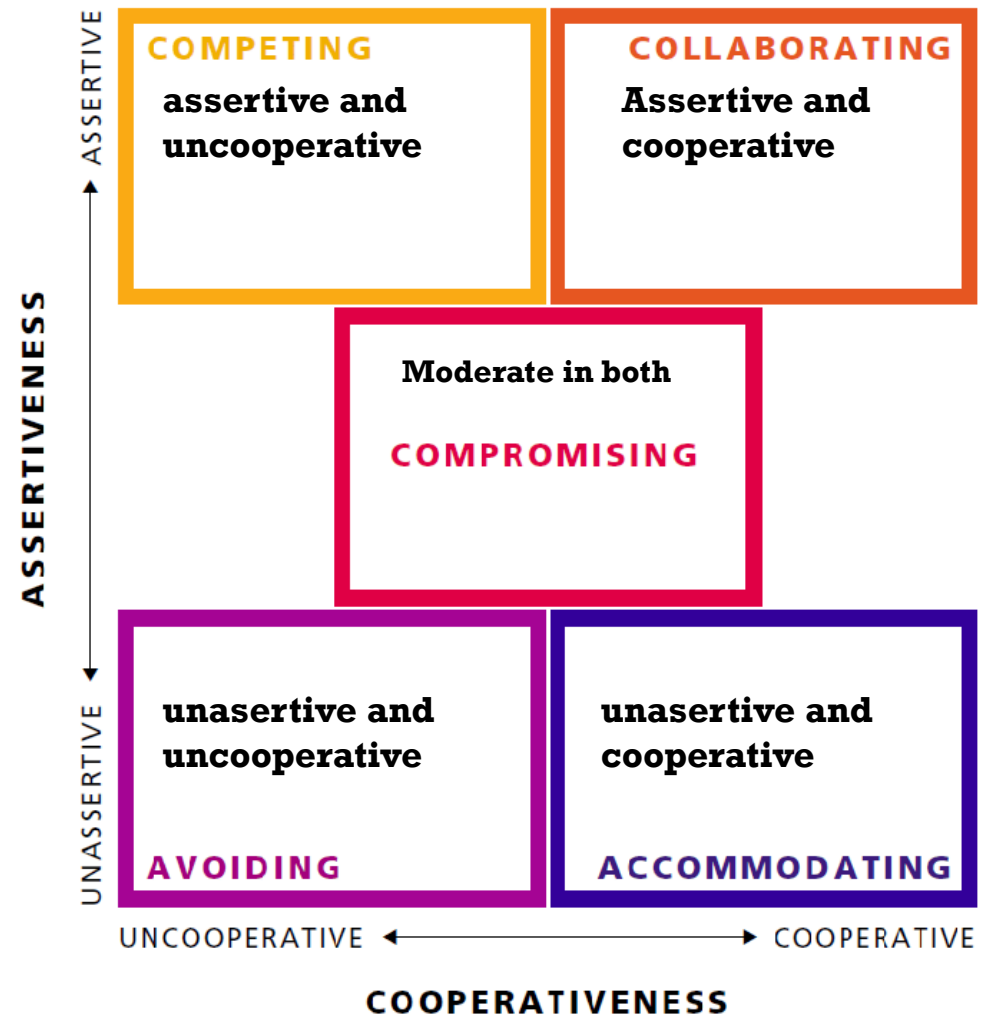
TYPES:

1. COMMUNICATION FACTORS
2. STRUCTURAL FACTORS
3. PERSONAL FACTORS



TKI

**ASSERTIVENESS
AND
COOPERATIVENESS**





25%

OF MANAGER'S TIME IS SPENT RESPONDING TO
WORKPLACE CONFLICT

LEADING CONFLICT

HOW WILL YOU
WORK TOGETHER
WHEN THINGS
GET ROCKY?



CONFLICT MANAGEMENT

IMPORTANCE + TIME + RELATIONSHIP = MODE



Stages of Team Development

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Tuckman's Theory

- Tuckman's theory was first proposed by psychologist Bruce Tuckman in 1965.
- It stated that teams would go through 5 stages of development: forming, storming, norming, performing and adjourning.



FORMING

- Meeting your teammates.
- Learning About each other.
- Socializing.
- When the team members are usually excited to be part of the team.



STORMING

- Sharing ideas to each other.
- First conflicts appears.
- Frustration or/and disagreements about goals.
- Become more critical.



Norming and Performing

- The responsibilities and goals are clear.
- Consensus and cooperation have been well-established.
- Figured out how to work together.
- Team members work more efficiently.



Adjourning

- Also called the mourning or ending.
- Most/all the goals have been accomplished.
- The team take a step back to see what they have done.
- When the group discuss what went well and could be improved.



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