

Team Work and Communication

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Objectives

- To understand the importance of professional relationships with colleagues
- To discuss the importance of personal grooming
- To understand the inter-relationship of professionalism and team-work

Performance Criteria

- PC1. Communicate with colleagues clearly, concisely and accurately.
- PC2. Work with colleagues to integrate your work effectively with theirs.
- PC3. Pass on essential information to colleagues in line with organizational requirements.
- PC4. Work in ways that show respect for colleagues.
- PC5. Carry out commitments you have made to colleagues.
- PC6. Let colleagues know in good time if you cannot carry out your commitments, explaining the reasons.
- PC7. Identify any problems you have working with colleagues and take the initiative to solve these problems.
- PC8. Follow the organization's policies and procedures for working with colleagues.

3 topics

- Team work
- Professionalism
- Communication

Why are teams more popular?

- Teams outperform individuals
- Teams use employee talent better
- Teams are more flexible and responsive to environmental changes in the organization.
- Teams facilitate employee involvement
- Teams are an excellent way to democratize an organization and increase motivation.

What is a Team?

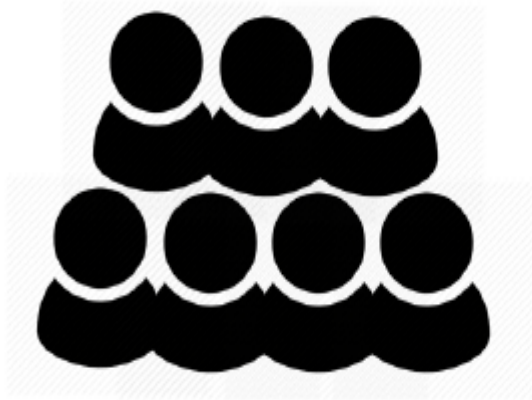
- Group of people linked together for a common purpose
- More appropriate for conducting tasks
 - that are high in complexity and
 - have many interdependent subtasks.



Coming together is a beginning,
keeping together is progress and
working together is success

Good team members create an environment
that allows everyone to go beyond their
limitation.

Team work vs. Individual work



- Team Work

- Agree on goals/ milestones
- Establish tasks to be completed
- Communicate / monitor progress
- Solve Problem
- Interpret Results
- Agree completion of projects



- Individual work

- Work on tasks
- Work on new / revised tasks



Strong teams start with the individual.

Team Building

- An activity that builds and strengthens the team as a team.
- The teams that are integrated in Spirit, Enthusiasm, Cohesiveness and Camaraderie are vitally important

86% of employees and executives state that workplace failures are a direct result of a lack of collaboration or ineffective communication

Team Building Fundamentals

Begin by describing what each employee is supposed to accomplish, not how they are supposed to accomplish it.

- Clear Expectations – Vision/Mission
- Context – Background – Why participation in Teams?
- Commitment – dedication – Service as valuable to Organization & Own
- Competence – Capability – Knowledge
- Charter – agreement – Assigned area of responsibility
- Control – Freedom & Limitations
- Collaboration – Team work
- Communication
- Creative Innovation
- Consequences – Accountable for rewards
- Coordination
- Cultural Change

“there is no “I” in team”?

“Don’t do micromanaging”

Roles of Team Member

- Communicate
- Don't Blame Others
- Support Group Member's Ideas
- No Bragging – No Full of yourself
- Listen Actively
- Get Involved
- Coach, Don't Demonstrate
- Provide Constructive Criticism
- Try To Be Positive
- Value Your Group's Ideas



The goal is not to have a team comprised of individuals who are each well-rounded, but instead to have well-rounded teams comprised of individuals performing in light of their strengths.

Who is Professional?

- A person who has achieved an **acclaimed level of proficiency** in any trade and whose **competencies can be measured** against fixed set of standards or guidelines.

Characteristics of Professional

- Positively proactive
- Respect/knowledgeable
- Punctuality
- Opportunities to help others
- Follow-up
- Empathy
- Self-confident
- Sustainable
- Integrity
- Optimize all interactions
- Nimble
- Awareness
- Leadership
- Professional language

What is professionalism?

- Professionalism is the competence or set of skills that are expected from a professional.
- Professionalism determines how a person is perceived by his employer, co-workers, and casual contacts.

Professionalism

- How long does it take for someone to form an opinion about you?
 - Studies have proved that it just takes **six seconds** for a person to form an opinion about another person.
- How?
 - Eye contact
 - Handshake
 - Posture
 - Clothing

Grooming

- What are the colours that one can opt for work wear?
 - A good rule of thumb is to have your pants, skirts and blazers in neutral colours. Neutrals are not only restricted to grey brown and off white - you can also take advantage of the beautiful navies, forest greens, burgundies, tans and caramel

Things to remember

- Wear neat clothes at work which are well ironed and do not stink.
- Ensure that the shoes are polished and the socks are clean
- Cut your nails on a regular basis and ensure that your hair is in place.
- Remember that the way one presents oneself plays a major role in the professional world.

What is an effective communication?

- Are we communicating what we intend to communicate?
- **Does the message we send match the message the other person receives?**

The meaning of a message is not what is intended by the sender, but what is understood by the receiver.

- complete or effective communication means . . .
 - You say it.
 - I get it.
 - You get that I got it.
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Three forms of main communication

1. Verbal communication
2. Non verbal communication
3. Written communication



Verbal Communication

- use of sounds and language to relay a message
- serves as a vehicle for expressing desires, ideas and concepts and is vital to the processes of learning and teaching
- acts as the primary tool for expression between two or more people

Types of Verbal communication

- Interpersonal communication
 - refers to a two-way exchange that involves both talking and listening
- public speaking
 - involves one or more people delivering a message to a group



Non-verbal communication

- How do we communicate without words???
 - “body language” is a more reliable indicator of their attitudes and feelings than their words
 - Trying to read something into every movement others make can get in the way of effective interactions
 - when our verbal and nonverbal messages don't match, it creates confusion & we tend to “listen” to the nonverbal one.



Forms of non-verbal communication

- Ambulation – the way one walks
- Touching
- Eye contact
- Posturing
- Tics
- Sub-vocals
- Distancing
- Gesturing
- Vocalism

Written Communication

- Involves any type of message that makes use of the written word.
- The most important and the most effective of any mode of business communication.
- Include email, Internet websites, letters, proposals, telegrams, faxes, postcards, contracts, advertisements, brochures, and news releases

Common Etiquettes In Written Communication

- Structuring of the Content
 - Introduction, Body and Conclusion
- Ensuring Connectivity
 - writing should reflect fluency and should be connected through a logical flow of thought
- Steering Clear of Short Form
- Importance of Grammar, Spelling and Punctuation
- Sensitivity to the Audience
- Importance of Creativity
- Avoidance Excessive use of Jargons

Advantages of Written Communication

- Creates permanent record for future reference
- Easily distributed
- Helps in laying down apparent principles, policies and rules for running on an organization.
- More precise and explicit - All recipients receive the same information
- Develops and enhances organization's image
- Necessary for legal and binding documents

Disadvantages of Written Communication

- costs huge
 - in terms of stationery and the manpower employed in writing/typing and delivering letters.
- Time-consuming as the feedback is not immediate. The encoding and sending of message takes time.
 - If the receivers of the written message are separated by distance and if they need to clear their doubts, the response is not spontaneous.
- Requires great skills and competencies in language and vocabulary use.
 - Poor writing skills and quality have a negative impact on organization's reputation.
- Too much paper work and e-mails burden is involved

Do's and Don'ts of Writing

- Be Specific
- Avoid the Passive Voice
- Be Concise
- Get Things Right
 - Without spelling mistakes - do a careful proof of your work.
- Know When Formal Language is Required
- Read It Out Loud

Common barriers to effective Communication



- Use of jargons
- Emotional barriers
- Lack of attention, interest, distractions, or irrelevance to the receiver
- Differences in perception and viewpoint
- Physical disabilities
- Physical barriers to non verbal communication
- Language differences and the difficulty in understanding unfamiliar accents
- Expectations and prejudices which may lead to false assumptions or stereotyping.
- Cultural differences.

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