

# Team Dynamics

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# Introduction

- Team dynamics are very important and they can have great impacts on :
  - The profitability of an organization
  - Work enjoyment
  - Staff retention rates
  - Team and individual performance
  - Company reputation
- However, team dynamics are often neglected. Therefore, we will introduce to you what team dynamics are, problems involved and how to improve

# Difference between team dynamics and group dynamics

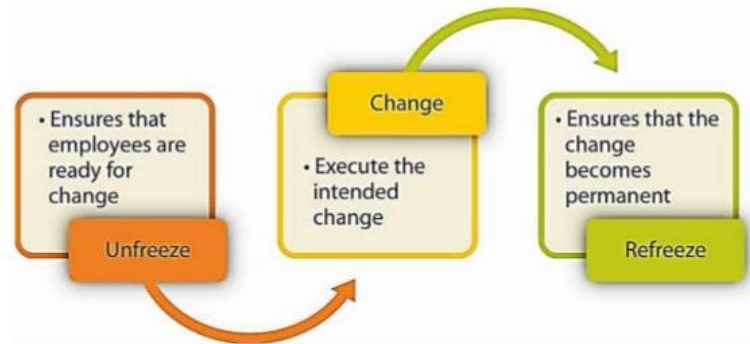
- Team dynamics and group dynamics are different although they may be similar and used interchangeably
- Groups are social communities consisting of people with something in common
- Team is a special kind of group that has the same goal, which create dynamics between members because they are dependent on each other to success. For example : sport teams win or lose wholly
- Team is often mistaken for groups such as sales team is a group because a member's success does not depend on the rest of the team

# Psychological models of team dynamics

# Group dynamics

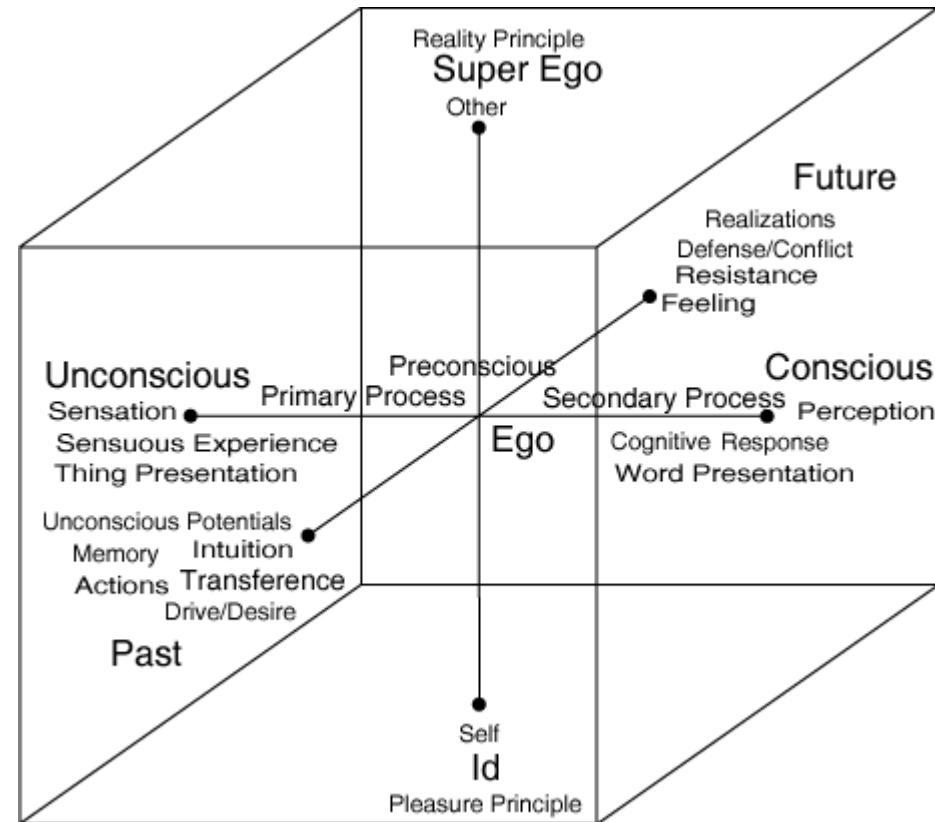
- Considers how people interact and the common perception within the group

Three stage model



# Psychoanalysis

- Is concerned with the defensive behavior of team members



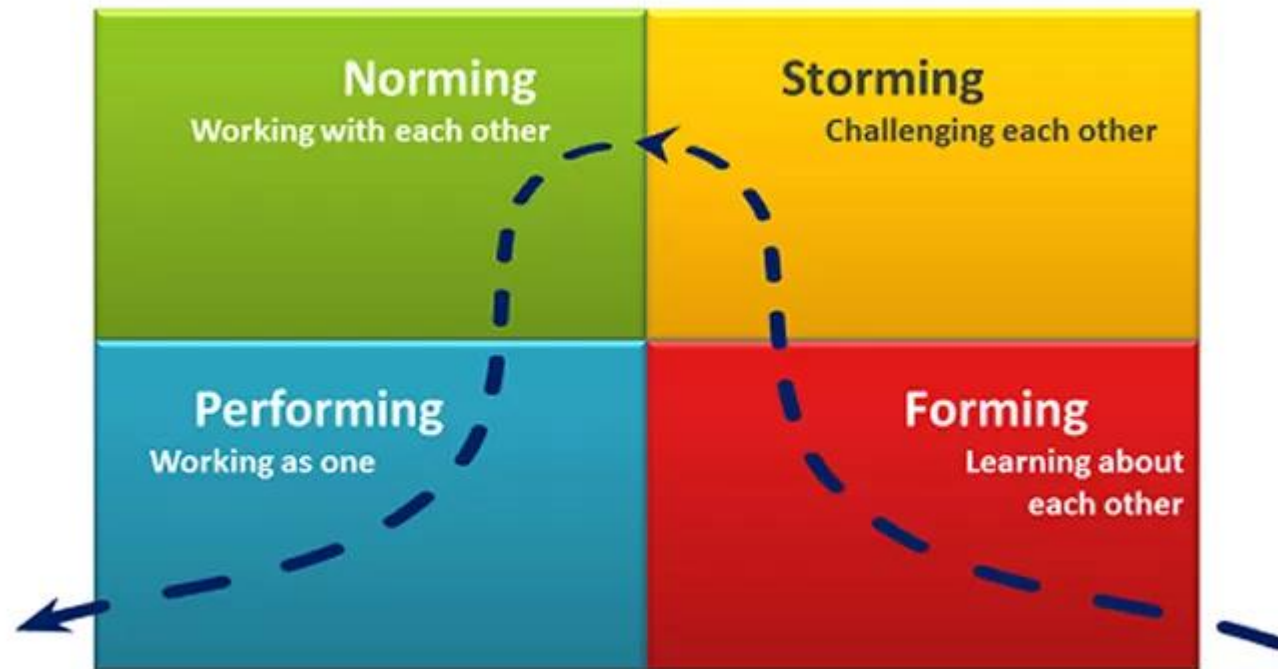
# FIRO/Human elements

- Considers the capability between people using behaviors of openness, control, inclusion and their relation to inner feelings



# Tuckman model

- Considers four stages of team development – forming, storming, norming and performing





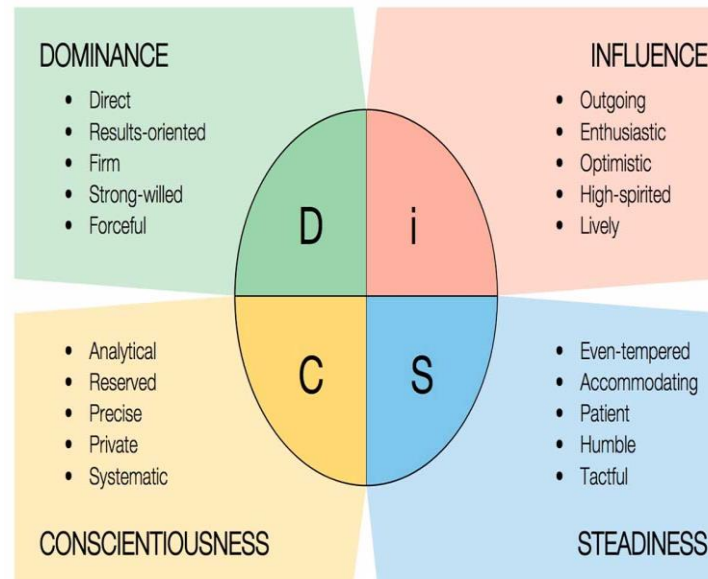
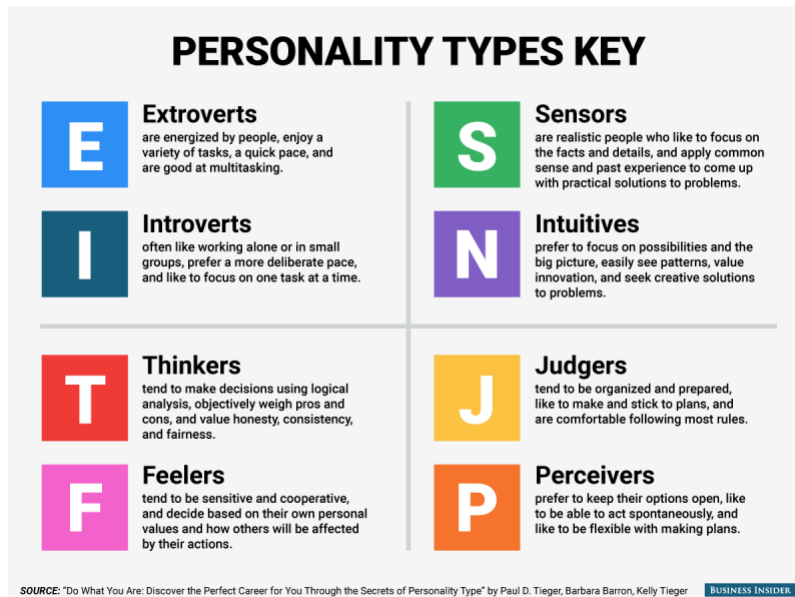
# Team Roles

- How team performance is related to nine psychological roles taken by members



# Personality type

- How different members' preference can affect the team performance and behavior



## Whole Brain® Thinking for better results



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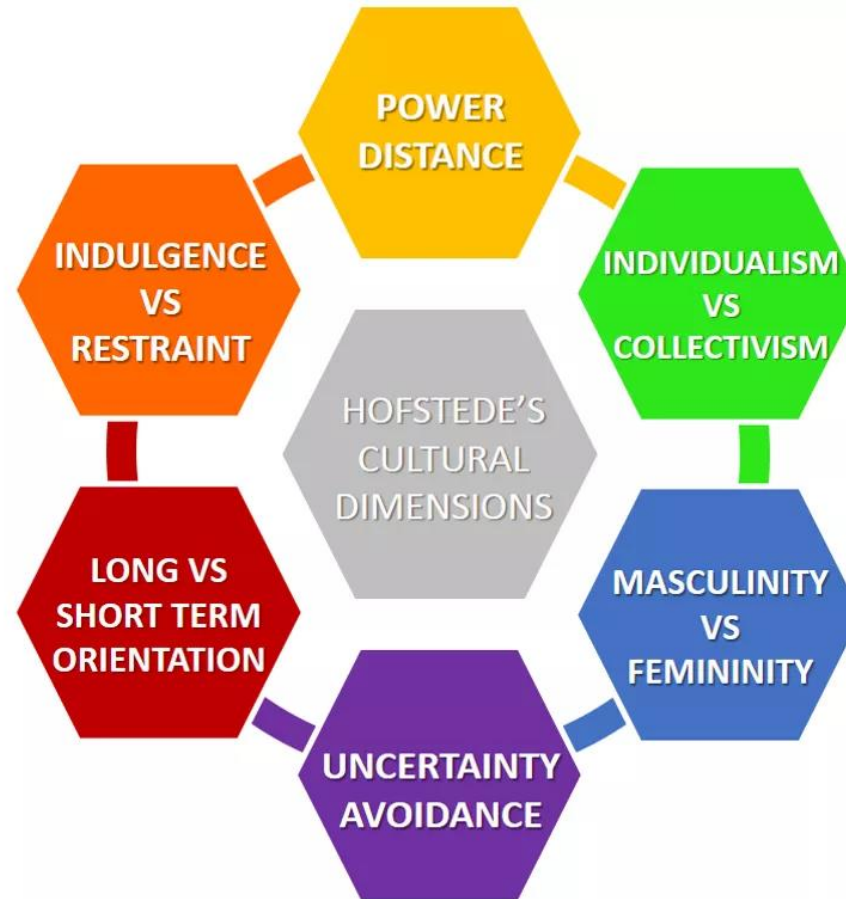
# Team Islands

- Shows how sub team can be formed by having different characteristics and cultural diversity



# Non-Psychological Models Relevant To Team Dynamics

# Organisation culture model



# General leadership management process

- Such as performance management, , appraisal, reward, individual leadership and management practices



# Methodologies

- Aspects to run the team such as project management, business process reengineering, collective problem solving, running meetings, communication

# Organizational structure

- Includes hierarchial, matrix, functional, network, cross-functional team



# Stakeholder

- Governance structure, customers forums and feedbacks, representative group

Impact of team dynamic on  
performance

# Poor team dynamics

- Unhealthy team operates in Silos and everyone just want to work alone, which hinders the progress because opinions and ideas are kept only to themselves
- Technology can also damage teamwork dynamics. Steve Jobs said: “There’s a temptation in our networked age to think that ideas can be developed by email and iChat. That’s crazy. Creativity comes from spontaneous meetings, from random discussions.”

# Strong team dynamics

- Members work together to solve the problem and instill a positive attitude, which create improved performance, efficiency, fast desition making, boost in morale and innovation

# Useful links

- <http://pathmakers-inc.com/2016/06/29/team-dynamics-the-impact-on-performance/>
- <https://www.teamtechnology.co.uk/team/dynamics/>

# Activity sheet

- Divide into three teams and each team choose one of these problems to solve:
  - Problem 1: There was increasing distrust between two managers of different organization on a project. This could lead to a legal dispute. What should you do to rebuild the trust and prevent the situation from being worse?
  - Problem 2: A new member cause friction to established members so her ideas are rejected every time proposed. What should the new member do?
  - Problem 3: A team member has an affair with the leader, which destroy trust and communication. As a team member, what should you do?
- Each team will have 30 minutes to think of answer. When the time is up, a member of each team will state the solution and justify it
- Other teams can question the solution and ask questions. The member should do his best to answer.
- The most critical solution will be given a prize