

CONCEPT OF TEAM BUILDING, BEHAVIOUR IN A TEAM

TEAM -

The various definitions of team are as under:

- 1) According to team technology, 1995-2006, "A team is a group of people working together towards a common goal."
- 2) According to Lewis - McClear and Taylor - 1998, "A team is a group in which members work together intensively to achieve a common group goal."
- 3) According to MIT Information Services and Technology, "A team is a group of people working together in a committed way of to achieve a common goal or mission. The work is interdependent and team members share responsibility and hold themselves accountable for attaining the results."

CHARACTERISTICS OF TEAM -

- 1) Teams have a clearly started goal.
- 2) Each member has clearly defined role.
- 3) The members of team function as a whole.
- 4) Team members develop mutual trust.
- 5) Team has a capability to create new ideas.

Phase - I : Orientation

Team is organized and oriented to the goal.

Theme : Coming together is a beginning.

- What are we doing here?
- Who are these people?

Phase - II : Conflict

Team recognizes individual differences.

Theme : Keeping together is progress.

- I see the goal differently.
- Who put him/her in charge?

Phase - III : Emergence

Team becomes focused on making something happen. Decisions emerge.

Theme : Working together is success.

- Something happens.
- Decisions are made.

Phase - IV : Reinforcement

Team celebrates success and achieves its potential.

Theme : Achieving together is the goal.

- The group is aware it is becoming a team.
- The team celebrates its success or rationalizes its failure.

DEVELOPING INTERPERSONAL RELATIONS - EMPATHY, SYMPATHY

EMPATHY -

Empathy is the ability to mutually experience the thoughts, emotions and direct experience of others. The ability to understand another person's circumstances, point of view, thoughts and feelings is empathy.

To practice Empathy's, a must have or develop in him, the following characteristics:

- Understanding others
- Service orientation
- Developing others
- Leveraging diversity (opportunities through diverse people).
- Political awareness.

The benefits of empathy include:

- i) Good customer relations
- ii) Harmonious labor relations.
- iii) Good vendor-producer relations.

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SYMPATHY -

Sympathy is a shared feeling, usually of sorrow, pity or confession for another person. You show concern for another person when you feel sympathy for them.

DIFFERENCE b/w SYMPATHY and EMPATHY

Sympathy and Empathy are two commonly confused words in English language. Many people make the mistake of using these nouns interchangeable, often thinking they are synonyms for each other. However, although they are related, there is a difference between the meaning of sympathy and empathy and how you use these two words.

IMPROVING Non-VERBAL COMMUNICATION

Non-verbal Communication :

Non-verbal communication is the message we send to others (someone) without using any words. We send signals and message to others through expressions, gestures and body postures.

IMPORTANCE OF Non-VERBAL COMMUNICATION -

In our day-to-day communication, it is observed that most of the communication is done using body movements (face, arms, movements, etc) and voice control (voice, tone, pauses, etc).

Non-verbal Communication Exchanging Information Without Word -

Hand Movements (gestures) and Body Language :

- Raising a hand to greet.
- Pointing your finger in anger.

Expressions :

- Smiling to show happiness.
- Making a sad face when you are upset.

Non-verbal communication makes our message stronger. Using the right gestures while speaking makes our message more effective.

Using the right gestures and postures helps us to be professional at work. If verbal messages are blocked by noise or distance, etc., we can use hand movements to exchange our message.

Placing a finger on the lips to indicate the need for silence and nodding the head up and saying 'yes'. We communicate non-verbally in many ways.

CONFLICT MANAGEMENT

"It is any tension which comes when you one's opinions or interests differ from the other's and it frustrates them."

Meaning of Conflict

Conflict is the part of our daily life. Every person has his own views and opinions on a particular issue. The difference of opinion makes the two of them interact. If both of them have the views which are opposite, it gives birth to aggression, misunderstandings, rivalry etc.

Levels of Conflict -

- 1) Individual Level
- 2) Interpersonal Level
- 3) Group Level
- 4) Organisational Level
 - i) Buyer organisations and seller organisations
 - ii) Employees and Union
 - iii) Government and organisation, etc.

Conflict Management -

Conflict management is the practice of being able to identify and handle conflicts sensibly, fairly and efficiently. Since conflicts in a business are a natural part of the workplace.

Conflict Resolution -

- Making common goals.
- Less-inter. dependence.
- Reduction in shared resources.
- Trust.
- Communication.
- Coordination.
- Exchange of employees.
- Use of superiors.

MOTIVATION

The term 'motivation' has been derived from the word 'motive'. Motive may be defined as an inner state of our mind that moves or activates or energises and directs our behaviour towards our goals.

Characteristics Of Motivation -

- i) Motivation is a ~~phyg~~ psychological concept which is inherent in every person.
- ii) Person in totally, not in part, is motivated.
- iii) Motivation is an unending process. Needs of a man are unending. Needs instigate to motivation.
- iv) Motivation is the strength of work which leads to do or not to do a work.
- v) Motivation is different from mental strength.

Importance/Need of Motivation in an Organisation-

1. High Performance Level - Motivated Employees give better performance as compared to other employees.

2. Low Employee Turnover and Absenteeism:

Motivated employees stay in the organisation and their absenteeism is quite low. High turnover and absenteeism create many problems in the organisation.

3. Good Industrial Relations:

There will be good industrial relations in the organisation as conflicts among the workers themselves and between the workers and management will be minimum.

Factors Affecting Motivation:

1. Achievement: Personal satisfaction in job completion and problem solving.
2. Advancement: Personal to higher post.
3. Growth: Learning new skills which will offer greater possibility for achievement.
4. Recognition: Acknowledgement of a job done well.
5. Responsibility and Authority: In relation to one's job.

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LEADERSHIP

A leader is the person who commands over others and has the capability to make others follow him. A leader can be head of a family / group or the manager of any organisation. A true leader must have credibility, then only people will follow him. In other words - A leader is the one who influences others and makes them follow him.

Leadership Qualities -

Meaning of Leadership : Leader is the person who commands over others and who has the capability to make others follow him.

Definition of Leadership : "Leadership refers to the quality of the behaviour of the individuals whereby they guide people on their activities in an organised effort."

- Chester I. Barnard

Leadership Qualities : A leader should be among his employers but he should be above his employers.

CLASSTIME

There are some qualities of leadership :

1. "Good Public relation Man": A leader should be a good public relation man. It means his aim should be not only to inform the public regarding the achievements of the organisation.
2. Shoulder the responsibility: A good leader should always be ready to shoulder the responsibility.
3. Good organisation of things: A good leader must have a feeling of organising cooperation among the members.
4. Maturity of mind: A leader should keep broad interests and different activities in his mind.
5. Desire to progress: He must be progressive in nature. He must be familiar with others and must have a motive of progression of the organisation with the help of employees.

PROFESSIONAL ETHICS AND VALUES

A profession is the systematic body of knowledge and skill to perform certain functions in the organisation.

A professional is autonomous and he is not subject to political control, but he is a part of the society and he works for the betterment of his clients.

Important Ethical Principles -

1. Do not cheat the customers by selling defective, by under measurement or by any other mean.
2. Ensuring, accuracy and sincerity should be there in advertising and sales promotion, labelling and packaging.
3. Hoarding, black marketing should be avoided.
4. Pay taxes at right time.
5. The payment of wages should be on right time.

Need of Professional Ethics -

- i) Welfare of the Society.
- ii) Engineering Profession
- iii) To understand Specialized Knowledge
- iv) The need of professional ethic arises to gain

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trust from the common masses.

v) To inculcate the spirit of service among the professionals rather than profit making only.

Value -

Values are the essence of life. Values are like the building blocks which are used to form a firm structure. The building blocks are set into position by several workers to construct a building. In the same way, the values inherited from family, society, environment, culture and other influencing factors, if rightly placed, then they raise up a firm individual.

Concept of Human Values -

The Sanskrit word for value, *Tanta*, means 'the object of liking'. The word 'Value' originates from the Latin word 'Valerie' which means "to be strong and vigorous". Human values refer to orientations towards what is considered desirable by people having living in a society. The term 'value' is defined as "that which is desired".

HEALTH, HYGIENE, CLEANLINESS AND SAFETY

Health-

It is very difficult to define health and wellness. Generally, we believe that we are healthy if we are not ill with something. Health is not the absence of pain, but something much more than that. The World Health Organization (WHO) defines health as a state of complete physical, mental and social well being and not merely absence of illness.

Health can be divided into two categories -

- 1: Physical health
- 2: Mental health

Managing Health -

- 1: food: To function as living organisms, the cells of the body use up a great deal of energy. Well balanced and nutritious food helps us to retain energy balance and enables the body to function efficiently.

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g. fitness and Exercise - If diet is one side of the coin, health and fitness is the other side. We cannot regard anyone as healthy unless he is fit. Fitness is a condition of the organism. It means the functioning of entire organism is top gear.

Safety -

Industrial Safety Definition - Industrial safety is primarily a management activity which is concerned with reducing, controlling and eliminating hazards from the industries or industrial units.

A safety programme includes mainly following four E's:

Engineering: i.e. safety at the design, equipment installation stage.

Education: i.e. education of employees in safe practices.

Enlistment: It concerns the attitude of the employees and management towards the programming and its purpose.

Encouragement: i.e. to enforce adherence to safe rules and practices.