

BUSMGT 701
PROFESSIONAL DEVELOPMENT
REFLECTIVE ESSAY

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The outcomes of working in a team are often described by two sides of the coin. As it says “at their best, successful teams improve productivity, creativity and engagement”, while “at their worst, teams are unproductive, frustrating and a waste of time (Thill and Bovée, 2008, pgs 40 & 41)”. This statement is particularly relevant with my personal experiences working in the HR department with my Mikes Bikes team (Bamboo Wheels), in which the supportive environment has transcended us as a team, to pursue the most of our capacity. Whereas the less intense communication, on the other hand, has apparently hindered us to achieve our highest potential and more importantly synergise with the team targets. Hence, I firmly agree with the provided thesis as I will reflect in the following paragraphs.

Starting to work with Pandas (Bamboo Wheels’ members) back to four weeks ago, we initially came with an idea of using Bamboo Wheels name as we were inclined to introduce a company which produces environmentally friendly materials for bikes. At that brand pitch session, everyone shared equal opportunities to propose what values should include into the company. After we had our assent to focus on profits and quality, I was given a chance to address the ideas of using bamboo as the frame materials of our bikes. Pandas eventually agreed that ecological ethics were highly essential to today’s organisational practice (Sloman et al., 2016). Therefore, we selected bamboo materials as they decompose easily and are also cheaper, as well as they are extremely solid materials (Plantation International, 2018).

Our synergy for that consensus apparently lied on the speaking opportunities we demonstrated. In some cultures, people do practice an orderly communication style (Thill and Bovée, 2008). Since this is my case, I personally was worrying I would have very small chances to voice my mind as other Pandas addressed ideas in overlapping fashion. Meanwhile, the initial agreement was satisfying because all members provided a turn by turn chance on speaking their viewpoints and successfully reaching the decision to the company name. At the end, we felt that it did represent us all. This scenario has allowed us to cope with a situation where diverse members could interact well and unleash ideas and innovation in a positive way providing that each individual has their chances to be heard.

However, the unproductive moments were inevitable when uneven communication starts to develop. What I had discovered was we were not up-to-date with the current progress of other teammates while opportunities to discuss their challenges were limited. An example of this case was the last rollover on Saturday, 19 October 2019. As the day before the rollover, the HR and Operation manager had agreed to increase the productivity as well as the quality of our units by increasing the \$500 salary and adding 5 hours training for workers. However, as in the meeting, the team kept reinforcing topics related to potential profits and were too focused on price sets for racer and kid segments. Eventually, money allocated for the previous rollover was mostly for advertising and public relations. Thus, it caused the

team to abandon the suggested quality improvement. This then resulted in the decline of motivation of workers from 0.56% (2018) to 0.55% (2019), while the productivity only just accounted for 67.3% which was supposed to be much better (at least 80%) provided we had already increased the salary and training hours in the first place.

As our takeaway, we evaluated that despite most of our past meetings taking up to 4 hours, affectivity was still an issue. We believe that we could form more in-depth discussions in the meeting as long as we had already predetermined the amount of budget we required for each rollover. This communicative way would lead us to understand the whole condition of our company during the meeting times. This is particularly connected “as suggested that the key to high performance lay not in the content of a team’s discussions but in the manner in which it was communicating” (Harvard Business Review, 2012).

To deal with the situation, our CEO starts to provide us with some learning strategies for increasing SHV. Besides, we also employ a Google Spreadsheet along with our meeting minutes to review our current decisions. As for innovations, we rename our units to reflect our icon, such as Baby Panda for kid bikes. This gradual reform has led us to work effectively, interactively, and creatively as we now come up to the top three in the hall.

In conclusion, I definitely agree that there is a strong correlation between the degree of credentials of people working in a team with the results they create. Nevertheless, the maximum or minimum outputs are highly dependent on how communication sustains the team.

Reference

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