



# Teamwork in workplace Ethi

## Chapter 5

Definition: Team is a group in which members work together intensively to achieve a common group goal.

a group of people working together to achieve a common goal

- **TEAMWORK:** the ability to cooperate and communicate effectively with others to achieve a common goal



## Features

- Group of people
- Set of values represented in a team
- Outperform individuals
- Committed to a purpose
- Interdependence
- Positive synergy

# Elements

- Commitment and Trust
- Communication
- Diversity of Capabilities
- Adaptability
- Creative Freedom
- Contribution
- Conflict Resolution
- Roles And Responsibilities
- Differing Points of View

# Importance of Teams

- Increases employee satisfaction
- Improves communication
- Provides organisational flexibility
- Employee motivation
- Expand job skills
- Increase productivity

## Types of teams

- Process Team
- Self Managed Team
- Cross Departmental Team Or Cross Functional Team
- Quality Improvement Teams Or Quality Circles
- Virtual Team

## Process team

- When organization do not have departmental affiliation but function immediately to undertake broad organization level process improvement



## Self Managed Team

- It is a formal mature group of employees work without a supervisory personnel responsible for a complete work package
- It is process team of employees.
- These are capable of producing result.
- They select their own team and evaluate performance
- It require a total change in organizational structure.

## Cross Departmental Or Functional Team

- Cross functional team are basically study,analyse,and offer solution that the required to implement.
- Here it cannot divert the responsibility on one person.
- It means to manage social collaboration and concept creation.
- It is a small group of interdependent employees from various functional areas of organization.
- It is formed to handle a specific problem.



- such team becomes essential when organization.
- Struggle with a problem that impacts section of the organization
- Need to improve the operation or system process, demanding close coordination more than one section or department.
- Reveals that multi skilled person cannot take the work
- It requires simultaneous application of multifarious skills, expertise, and judgment from different sections (crossing boundaries) to accomplish the goal.



## Problem solving team

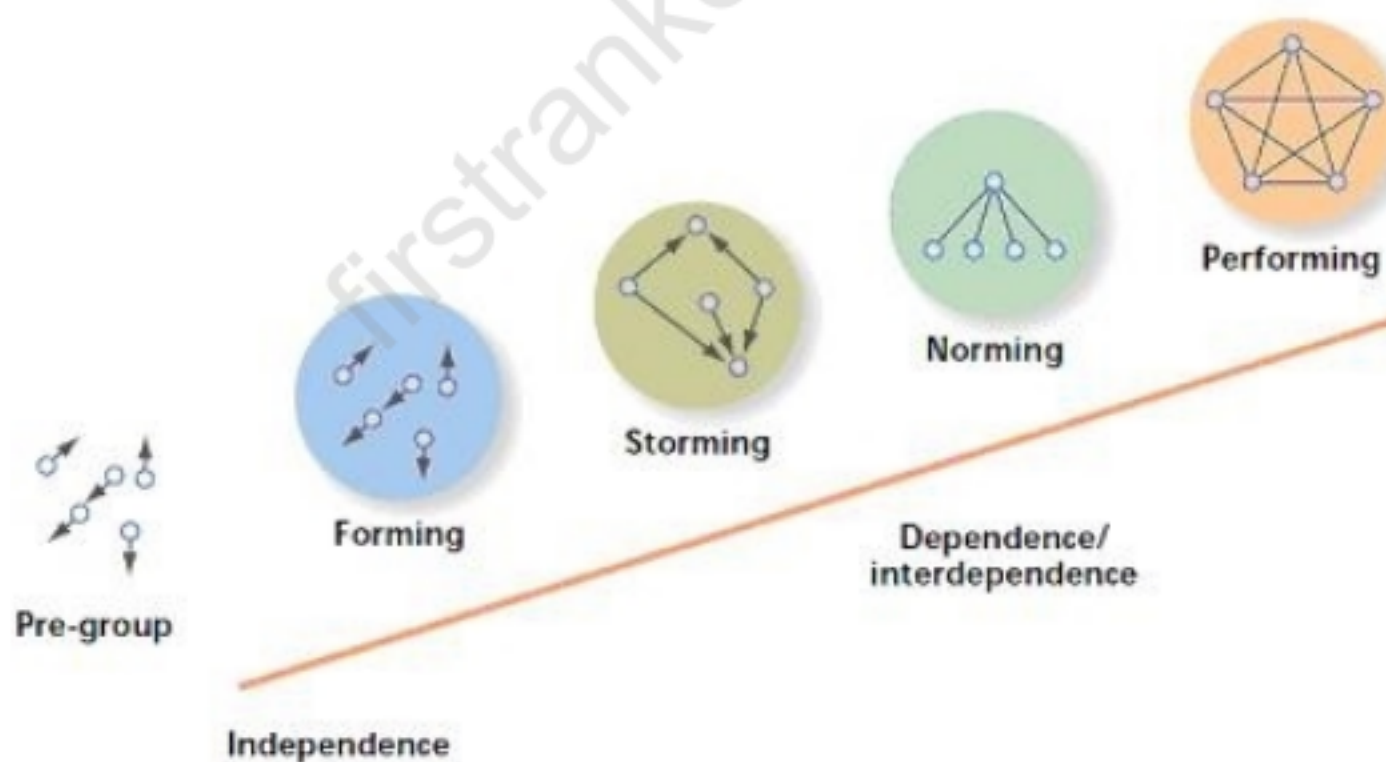
- It is also called quality improvement team, quality circle or simply work team.
- It consist of eight to ten members from common work area.
- It has a clear and specific focus on process improvement within a single work unit.
- Organization can establish such team with making major organizational change.

## Virtual team / Geographical dispersed team

- A virtual team allows the member to work without concern for space or time and enables the organization to link the workforce together in ways that could not have been done in past.
- This type of team members are advanced by technology, achieve business goal, solve everyday problem, provide feedback, keep all members aware, share success, encourage achievement and so forth.
- Geographic dispersion never appears to be a roadblock.

# Stages of team development

- Forming
- Storming
- Norming
- Performing
- Adjourning





## Forming

- Group is initially coming together.
- Period is characterized by shyness, uncertainty among members.
- Extraverted outspoken members may assume some kind of leadership role.
- Maintenance concerns are predominating.
- Why are we here? What are we doing?
- What is our goal, our purpose?
- Awareness, Inclusion.



## Storming

- Once established - period of vying for positions and roles within the group.
- Some seek out and compete for status, control, authority and influence.
- Inner conflict. A period of "testing-out" the leader.
- Disagreements and arguments arise, are fuelled and manufactured.
- In the end, roles are eventually allocated.
- The initial leaders may not survive this period: the most uncomfortable phase of the group's life is akin to adolescence.



## Norming

- Internal group structure now sorted, Group Identity takes shape.
- What kind of behaviours & contributions are acceptable and normalized within the group? What is frowned upon, not tolerated?
- Formation of - Implicit & Explicit Group Norms
- Norms create structure What do we stand for?
- Group can readily slip back into Storming stage
- Cooperation.
- Cohesion.

## Performing

- Work and progress commences on the basis of a relatively stable group structure.
- Moving in unison, towards goals and completion.
- Action, Results.
- Productivity.
- Team cohesion and identity.



## Adjourning

- Completion and disengagement.
- Separation and ending from tasks and members.
- Pride and accomplishment may be felt.
- Some describe stage as "Deforming and Mourning" - recognizing the sense of loss by group members.

## Team rules

- No positional behaviour
- Decision based on logic
- Team objective is primary
- Consensus
- Decision based on facts

# Teamwork in Workplace & Eth

Ethic - a set of moral principles, especially  
relating to or affirming a specified group, f  
or form of conduct.

relating to moral principles or the branch o  
knowledge dealing with these.

- Is workplace ethics necessary to productivity & teamwork?
- Ethics-helps in aligning values of business workers



## Teamwork skills

- active listening skills
- Communication skills
- Social perceptiveness
- Self monitoring
- Altruism/unselfishness
- Patience and tolerance



## Team meeting

- A meeting is a gathering of two or more people that has been convened for the purpose of achieving a common goal through verbal interaction, such as sharing information or reaching agreement.

# Objective

- To convey information
- To collect info- status report/issues
- To develop options- brainstorming
- To exchange ideas and experiences
- To discuss problems/issues of common interest
- To persuade
- To resolve conflicts/confusions
- To take decisions

## Types of team meeting

- Based on purpose – Problem solving  
Decision making  
Feed-forwarding (reporting & presentation)  
Feedback (reactions & feedback)  
Combination

- Basis of formality - Formal meeting  
Informal meeting

# Stages of Team meetings (im

## Planning

- Purpose and participants
- Time, venue, materials, room layout

## During

- Start on time, opening remarks, get into the agenda
- Balanced participation, discussion on track based on agenda, closing remarks (final comments)

## After

- Evaluation- constructive feedback
- Follow up- chairperson to monitor progress on action items
- Minutes of the meeting



## Team meetings & documentation

- Notices- before conducting meeting.
- Agenda –specific items of business (dock
- Quorum
- Minutes
- Voting- when there is no unanimity- show hands/ poll
- Resolution-decision taken

# Importance of team meeting

- Improves group performance
- Encourage support of decision
- Infuse creative thinking
- Keeps the team members focused
- Getting to know each other's roles
- Maintain team cohesion



# Problems in team meeting

- Absence of team identity.
- Difficulty making decisions
- Poor communication.
- Lack of participation
- Inability to resolve conflicts
- Lack of creativity
- Groupthink
- Ineffective leadership.



# Professional responsibility

- Professional responsibility is the area of practice that encompasses the duties attorneys to act in a professional manner, obey the law, avoid conflicts of interest, put the interests of clients ahead of their own interests

## Elements

- Professional-client relationship
- Define client needs and problems
- Role of IT in profession
- Risk- likely problems in the deal
- Social responsibility

## Principles of professional responsi

- Serve with integrity
- Provide services objectively
- Competence- by continuous learning improvement
- Be fair and reasonable
- Confidentiality
- Professional conduct
- Diligent and prompt

# Rules of professional responsibility

- Always strive for excellence
- Trustworthy
- BE accountable
- Be courteous and respectful
- Be honest, open, transparent
- Competent
- Ethical

## ASME code of ethic

- American society of Mechanical engineer (ASME)
- Assignment – reporting writing on ASME