

# TEAM PERFORMANCE & CONFLICT MANAGEMENT

2

PAPER

3

TOPIC

## TEAMWORK

### Explain/discuss the importance of teamwork

- Teamwork is a sense of unity that enable team members to share common interests and responsibilities.
- It reduces stress and enable them to work together towards achieving a common goal.
- Some of the benefits of teamwork are increased productivity and job satisfaction, employee empowerment, improved quality, and organisational effectiveness.

### Outline/Mention/Name/Explain the stages of team development, e.g.:

#### 1. Forming

- The first stage is when team members get to know each other.
- Team members are aware of themselves.
- Team members show good behaviour as they are new to the group.
- Team members plan their work and new roles

#### 2. Storming

- The storming phase is often characterised by conflict.
- Team members actively engage in the tasks at hand.
- Team members open up to each other and confront each other's ideas.
- There may be power struggles for the position of team leader.

#### 3. Norming

- Team members come to an agreement and reach a consensus.
- Roles and responsibilities are clear and accepted.
- Team members have the ambition to work for the success of the team.
- Team members are motivated and take pride in their work

#### **4. Performing**

- Team members are aware of strategies and aims of the team.
- They have direction without interference from the leader.
- Leaders delegate and oversee the processes and procedures.
- All members can handle the decision-making process without supervision

#### **5. Mourning / Adjournment**

- The focus is on the completion of the task/ending the project.
- Breaking up the team may be traumatic as team members may find it difficult to perform as individuals once again.
- All tasks need to be completed before the team finally dissolves.

***Identify the stages of team development from given scenarios/statements/case studies.***

### **CONFLICT MANAGEMENT**

#### **Define the term conflict**

- Conflict is defined as a disagreement between individuals. It can vary from a mild difference in opinion to a full-scale win-or-lose, emotionally-charged confrontational disagreement

#### **Identify and discuss causes of conflict from given scenarios/case studies.**

- Lack of proper communication between leaders and members.
- Differences in backgrounds, cultures, values, beliefs, and language.
- Limited business resources.
- Different goals, objectives for groups and individuals.
- Unfair workload among the employees.
- Personality differences between groups and individuals.
- Different opinions and priorities between the employees.
- Unmanaged stress can cause unhappiness and lead to more stress.
- Poor organisation, leadership, and administrative procedures and systems.
- Confusion about scheduling and deadlines.
- Ignoring rules and procedures.
- Misconduct and unacceptable behaviour.
- Competitiveness and unrealistic expectations.
- Lack of clarity in roles and responsibilities.
- Constant changes in the workplace.

- Unfair treatment of workers or favouritism by management.
- Lack of trust among workers.
- Different attitudes, values, or beliefs.
- Disagreements about needs, goals, priorities, and interests.
- Inconsistency in leadership decisions.
- Lack of information needed to do jobs properly.
- Stereotyping and prejudging.
- Lack of teamwork between the employees

#### **Outline/Mention/Explain/Discuss the function of workplace forums.**

- prevent unilateral decisions made by employers on issues affecting the employees.
- encourages workers' participation in decision-making.
- promote the interests of all employees in the workplace.
- enhance efficiency in the workplace through co-operation.

#### **Explain the differences between trade unions and workplace forums.**

- A trade union negotiates salaries and wages, whereas a workplace forum does not deal with remuneration.
- A trade union can organise a strike under certain circumstances, whereas a workplace forum cannot.
- A trade union is a legal entity that can sue or be sued in its name.
- Non-union members can belong to a workplace forum.