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Aalto-yliopisto



# Team Work Skills

*October 2020*

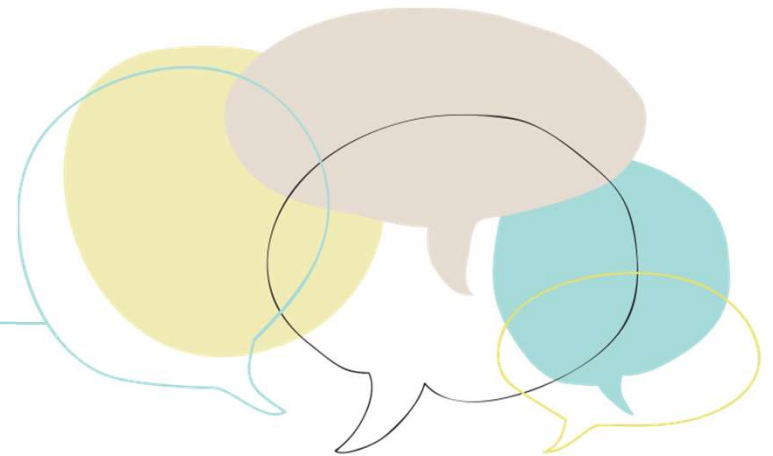
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*Psychologist, Learning Services*

# How to Succeed in Team Work?

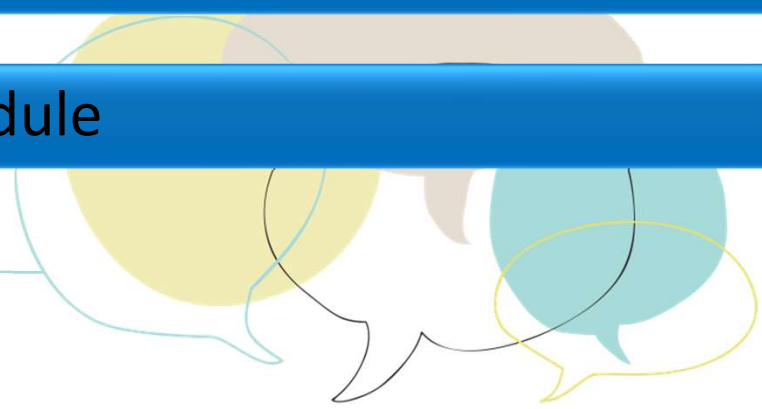
<http://www.youtube.com/watch?v=jF80RqLkl6E>

What is the team work experience you have had in your life?

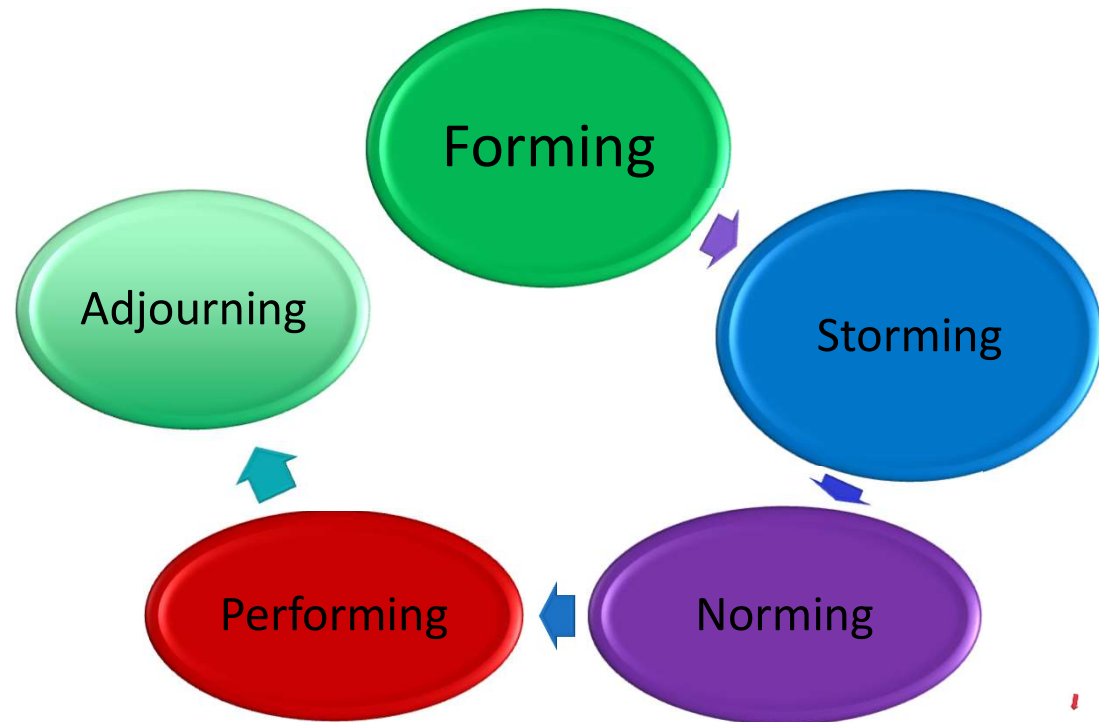


# An Effective Team

- Shared and accepted goals
- Roles and tasks clearly defined
- Interaction, communication
- Resources, schedule

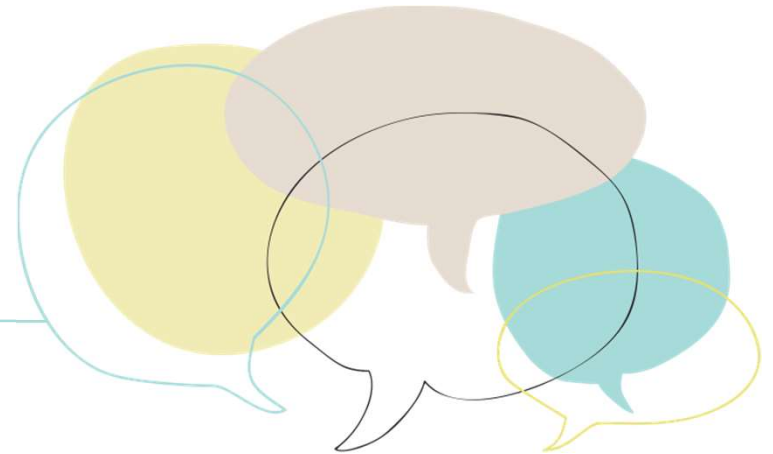


# Stages of a Group



# Forming

- Finding the roles
- Unsecurity, do I belong to the group
- Finding the goals and tasks of the group
- Often positive, enthusiastic feelings
- In unclear or undefined situations we try to find familiar roles
- When we feel more secure in the group we can take more flexible roles



# Storming

- Individuals try to stand out, different opinions
- There might be resistance to the tasks or goals
- Dissatisfaction with the group
- People form pairs or sub-groups



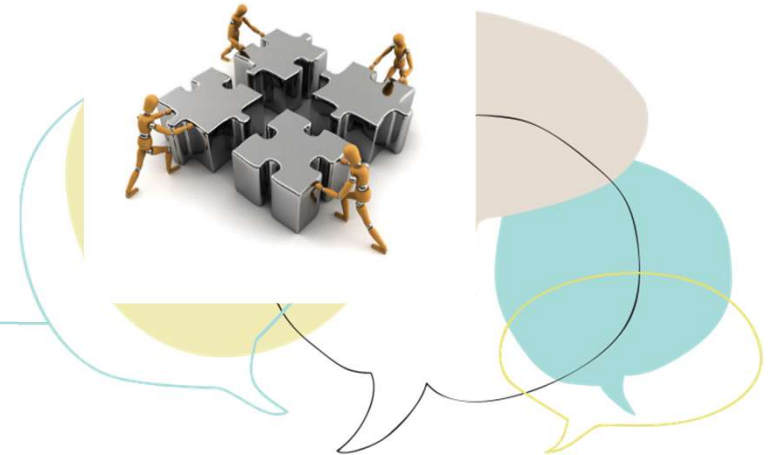
# Norming

- Team spirit, sense of being part of the group
- Clear rules and norms
- Avoiding conflicts -> the group might be less creative or effective
- Group thinking: people might change their opinions towards the "average opinion"



# Performing

- Everybody is working towards the goals
- Roles are flexible, people can make most of their strenghts
- Everybody takes responsibility for the work
- Good spirit in the team, openness, flexibility





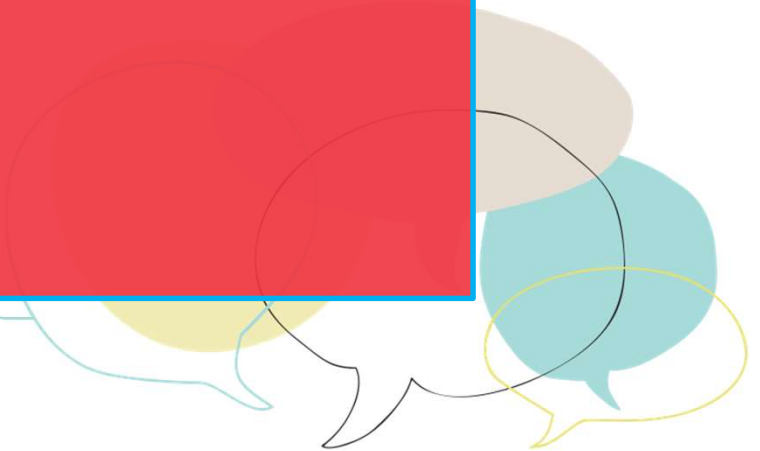
# Communication in a Group

## Task-oriented Skills:

- Communicating thoughts clearly
- Defining and analyzing problems
- Asking for specifications and reasons
- Finding and evaluating options

## People-oriented Skills:

- **Listening**
- Showing empathy and support
- Creating good team spirit
- Encouraging others
- Solving conflicts



# Some Guidelines for Good Interaction

## Respectful Engagement

- Conveying presence
- Being genuine
- Communicating affirmation, expressing recognition
- Effective listening
- Supportive communication: specific and descriptive communication, requests rather than demands

## Task Enabling

- Teaching & helping others
- Altering the process, timing or substance



# Some Guidelines for Good Interaction

## Trusting

- Sharing information
- Giving away control
- Inclusive language

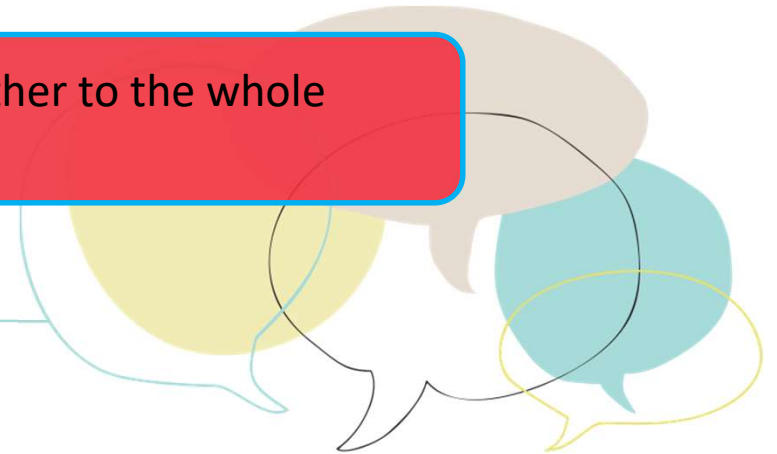
## Solving conflicts

- Looking at the problem from different angles may be useful
- Talk about facts, avoid blaming anyone
- Figure out everyone's needs and goals
- Look for a win-win situation



# Effective introduction in a completely new group

1.
  - Divide the group into pairs.
2.
  - The pairs discuss for a few minutes and get to know basic facts of each other.
3.
  - The pairs introduce the other to the whole group.



# Brainstorming in a group

## 1. Collecting own ideas

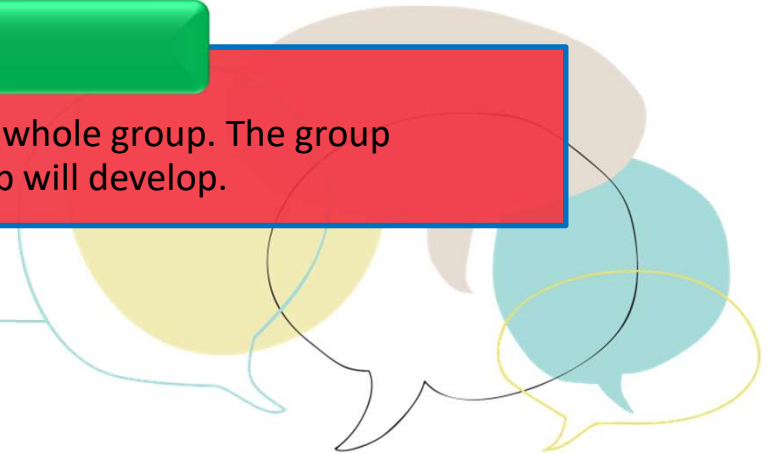
- Each group member individually writes down as many ideas as possible.

## 2. Discuss in pairs

- Go through the ideas and try to find a common view/ideas. Write down the common ideas.

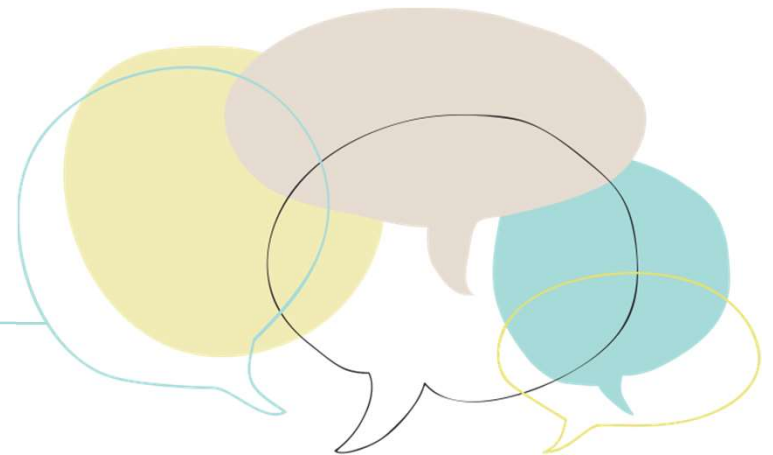
## 3. The whole group discusses

- The pairs present their common ideas to the whole group. The group discusses and selects the ideas that the group will develop.



# How to find people who would like to study together?

- You can use the Introduction course's MyCourses discussion forum to get in touch with your fellow students or to form a study group together.
- Or you can also contact [elina.yrjanainen@aalto.fi](mailto:elina.yrjanainen@aalto.fi)



# References

Dutton Jane (2003): Energize Your Workplace – How to Create and Sustain High-Quality Connections at Work. Jossey-Bass, San Francisco.

Kopakkala Aku (2005): Porukka, jengi, tiimi – Ryhmädynamiikka ja siihen vaikuttaminen. Edita, Helsinki.

Kielijelppi: [www.kielijelppi.fi](http://www.kielijelppi.fi)

Belbin website [www.belbin.com](http://www.belbin.com)

