

A low-angle, upward-looking photograph of several modern skyscrapers with glass and steel facades, converging towards the top of the frame against a clear blue sky. The perspective creates a sense of height and architectural scale.

UNIT 12 ORGANISATIONAL BEHAVIOUR

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ASSESSMENT CRITERIA

- LO3 Demonstrate an Understanding of how to cooperate effectively with others.
- P3. Explain what makes an effective team as opposed to an ineffective team.



RECAP FROM LAST CLASS




WHAT ARE THE DIFFERENT TYPES OF ORGANISATIONAL TEAMS?





ANSWER

- Project Teams
 - Functional Teams
 - Cross-Functional Teams
 - Matrix Teams
 - Contract Teams
 - Problem-Solving Teams
- 




HOW CAN TECHNOLOGY ENHANCE TEAMWORK AND GROUPS IN THE WORKPLACE?





ANSWER

- Better communication
 - Better time management
 - Facilitates effective work with team members who have different schedules, locations etc.
 - Better monitoring and tracking of project progression, which will increase performance and production.
 - Different software assist in making work easier, thus reducing project time.
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WHAT IS THE DIFFERENCE BETWEEN A TEAM AND A GROUP?



ANSWER

Difference between a group and a team

	Group	Team
Leadership	One leader	Multiple leaders
Members	Independent	Interdependent
Process	Discuss - Decide - Delegate	Discuss - Decide - Do
Product of work	Individual	Collective
Focus	Individual goals	Collective goals



SOFT AND HARD COMMUNICATION, COORPERATION AND COMPETITION

- When working in teams, it is important to understand different types of communication, cooperation levels and competition that may occur amongst team members. These can have negative and positive impacts on the attainment of team goals.
- Let's explore how.

COMMUNICATION AS A SOFT SKILL



- Employers consider communication to be a soft or a hard skill.
- Soft Skill- Communicate and interact well with others.
- Have a good relationship with other people by using effective communication skills.
- Be a good team player and using communication as a means of motivating people.

COMMUNICATION AS A HARD SKILL



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- Other than speaking or talking, communication can take on different forms.
- Hard skills are technical abilities that suit the job.
- For example, technical writing is a specific form of communication.
- Can you think of some hard skills in different job roles?

Hard Skills

Teachable abilities or skill sets that are easy to quantify.

vs.

Soft Skills

Also known as "people skills" or "interpersonal skills."

你好吗？

Proficiency in a foreign language



A degree or certificate



Typing speed



Machine operation



Computer programming



Communication



Flexibility



Leadership



Teamwork



Time Management

DIFFERENCE BETWEEN HARD AND SOFT COMMUNICATION

* COOPERATION VS. COMPETITION



COORPERATION AND COMETITION

In some aspects of teamwork, there can be cooperation and or competition.

- Cooperation occurs when all members of the team work cohesively towards achieving the team goals.
- Competition occurs when team members are vying against each other to achieve team goals sooner. Its almost like a race to see who can accomplish a task first.
- Competition also suggests that team members push each other to achieve goals.

BENEFITS OF COOPERATION AND COMPETITION

COOPERATION

- Work cohesively, with limited conflict to achieve team goals.
- Members are not bothered by conflict or the stress of competition so motivation increases.



COMPETITION

- Team goals are achieved sooner as each member is racing to outdo the other.
- Project time is decreased in most cases.
- Creative ideas are brought to the table.

LIMITATIONS OF COOPERATION AND COMPETITION

COOPERATION

- Reduced creativity levels.
- Project takes longer.
- Team members are relaxed and so performance is at a steady pace.



- COMPETITION
- Conflict may develop among team members.
- Conflict may hinder project progression.
- Team members may develop animosities amongst each other, which will affect other team projects.
- The organisation suffers from bad competition.

BENEFITS OF TEAMS



- Fosters Creativity and Learning. Creativity thrives when people work together on a team.
- Blends Complementary Strengths.
- Builds Trust.
- Teaches Conflict Resolution Skills.
- Promotes a Wider Sense of Ownership.
- Encourages Healthy Risk-Taking.
- Avoiding Pitfalls
- Improving Productivity and Performance
- Can you think of anymore?

RISKS OF TEAMS



- Wasting time. This may not seem like such a big deal, but it is.
- Poor project management.
- Poor execution of strategy.
- Negative impact on morale and team cohesion.
- Security risks.
- Resistance to leadership directives.
- Lazy team member/s.
- Conflicts and clashes.
- Can you think of other risks with teams?

CONFLICT RESOLUTION

Refer the conflict
in depth.

See its impact,
cooperation
needed.

Communicate.

Understanding
the situation.

Clarify the
positions.

Make
assumptions.

Make smaller
groups.

Accommodating.

Can you think of
other conflict
resolution skills?

SUPPORTIVE LINKS

- Benefits of teams- <https://www.youtube.com/watch?v=kYjqtLCNqSA>
- Benefits and Challenges of teams - <https://www.youtube.com/watch?v=r3E15mLO0i0>
- Conflict Resolution - <https://www.youtube.com/watch?v=V79uO74vWfc>



**LET'S TAKE SOME TIME TO GO
OVER THE ASSIGNMENT!**



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