

C1 Analyse the factor, which contribute towards an effective team.

Business should work in teams. If they work in teams they can get more ideas shared. If work in teams they can distribute work between themselves. Members can motivate each other's in doing their work.

The effective the team is the successful it can be. The following factors have many benefits that a business must be aware of before the team can be effective:

Interaction of the team- the advantages of good interaction is that members will work together as a team. This means that members will know what to do in the business and run it efficiently.

- Communication within the team- once the group knows what they are doing; communication between them will be frequent. The advantages of communication are members will know what they are doing. They will know exactly what is going on and ask for any problem that occurs. Communication makes the business run more efficiently and talks about problems.

The disadvantages of communication are employees won't know what they are doing. They won't be motivated as others.

In relation to our business we didn't have good communication in the team. Most of the members weren't motivated and didn't know what they were doing. An example was when we had meetings to discuss about the business. There was communication as the members opted the problems that occurred in our business. Our business was lacking communication, as there wasn't much work to do. Some of the members didn't know their roles and responsibilities. Lacking of communication meant that fewer members knew that we were in loss. The market researchers didn't find out that our posters were taken out. Our business had competitors, which fewer knew and didn't tell the team leaders.

- Have the responsibility to meet targets- everyone is given responsibility to do his or her jobs. They are given deadlines to meet the targets. If they don't meet their targets then the business fails. The advantages of responsibilities are that if members are given more responsibility they feel they are more involved in the business. The manager might not give more work to do. The disadvantages of responsibilities are that if they don't do their work they may let their business down. They will also not achieve their objectives.

In relation to our business most of the members didn't have much responsibility, but they sold some tickets. The leaders carried their work responsibly. Some of the members didn't take the responsibility of selling the tickets and not meeting the targets properly. If we did our jobs as told we would have met our targets. As communication was lacking and members were demotivated no one was taking responsible for any problems occurring. The problems were we had competitors and the team leaders didn't take any action. Some one took the posters out and no one took any actions.

- Group dynamics- this gives the ability to move job roles to a flexible ones.

The advantage of group dynamics is that members get to taste other job roles and experience their skills. It gives them experience about other departments, which they never experience.

The disadvantages of group dynamics is that if employees swap their job roles and are not motivated in doing the work they can let them down. They may also not like the roles and finding it difficult.

In relation to our business is that we experienced sales job roles as all of the members had to sell tickets. The members in sales department did their jobs very thoroughly. For example the administration department didn't have much responsibility so they carried out responsibility of selling the tickets.

- Being open to criticism and advice- criticism improves the performance business. It also improves personal development. The advantage of criticism is that if criticised on work they can improve it and act upon the comments.

The disadvantage is that it may demotivate some employees. Some don't want people to advice upon their work.

In relation to our business everyone was open of the criticism for example Andrea and myself didn't do much work and acted upon others comments, as we sold out tickets and did some work. We also advised our leader not put the prices up and that we should lower them down.

- Listen to others- others may have good opinions about things. It improves people's communications.
The advantage is that people can take notes down as they listen. They can repeat things if said fast.

The disadvantage is that if not listened properly misunderstanding can occur. If not listened useful things can be missed out like appointments, meeting place, etc.

In relation to our business most of the members listened to the leaders as they motivated the team members in doing the business. The leaders listened to members point of view on the ideas shared. As the members were giving in ideas about the business the team leaders had to pick the good from bad. And everyone agreed to the idea of selling tickets. Most of the team members listened to the leader as she was appointing us what to do.

The effects of the team also depend on several of things like:

Size of the team: Team size is appropriate for effective communication. 5-10 is a workable communication group, however more than 15 it may be impossible to have an effective communication. Team members sometimes take time to establish and are committed to making plans and achieving them. Smaller teams can communicate effectively. Larger teams can provide more ideas, expertise skills and problem solving approaches. Large teams can combine work, arranging schedules and work together. Large team members have lower participation in group activities. Large team members lead to less motivation to perform and lower satisfaction. The more members there are the less opportunity each member has to participate in the discussion. Whereas the smaller the teams the more participation they get in discussion. Members of smaller distributed teams should have more knowledge about others work roles, expertise and communication styles. Smaller members have more knowledge about their colleagues. Members of smaller distributed teams should have greater understanding than members of larger distributed teams. Members of smaller teams have greater commitment to the team than members of larger teams.

In relation to our team it was kind of small as we only had 10 people. Even though it was a small team it was lacking of communication. There were still lots of ideas being discussed. From the size of our team we share most of the work. For example we all sold out tickets, as some didn't have much responsibility. Sometimes from the size of the team arranging meetings was difficult as some had to come from the college so we thought of carrying our meetings in the class, school hours.

Location

Roles of individual members-

Leadership styles

Duration of team

Teamwork is a common practice in businesses. The factors that contribute towards the effective working of our team are:

🔗 Recognition of performance and success

There wasn't any success in our business as our business was in loss. As our team didn't work effectively we failed to recognise our roles and duties. As the days went by there was no one to motivate the members and the team leaders lost their motivation. The members didn't really know what they were doing, as the managers didn't carry out any meetings or communicate with each other's.

🔗 Incentives- targets, rewards for co-operation, and rewards for teams as whole

As we carried out the business our reward was the profit. Our team leaders encouraged members to sell the tickets. The managers told the members that if we aren't selling tickets we might not get any profit. As we were lacking communication our managers didn't reward us or motivate us. If our members didn't let us know that we had to sell lots of tickets we would have no profit money and be able to give money to charity.

🔗 Job enrichment and Job satisfaction

Fewer of the members enjoyed the business, as they had to be the leader and make everyone do things. We didn't have to introduce ourselves to each other, as members knew each other. As we carried out the business we discussed in who was going to do what? Who will take this responsibility? We talked about what prizes are going to be involved in giving for the raffle ticket. Most of the members enjoyed the business, as there wasn't any communication however they enjoyed doing the work.

🔗 Increasing communication

Our business had lack of communication. The members knew each other but we weren't given much task to carry out. If the members had tasks they would communicate with each other and there would be much success in business. Lacking communication meant that targets didn't met, not many members were out selling tickets. Problems occurred with some of the members as they had to go Wimbledon College and they couldn't make it to sell the tickets.

🔗 Training and development

Our members didn't have any training in carrying out the business. We were just given tasks and we had to work on them. There were many roles and responsibilities in our roles however as our business was small we didn't have many tasks to carry out. We communicated about the jobs of who can do better in what jobs.

🔗 Communication within the team

Our business was lacking communication, as there wasn't much work to do. Some of the members didn't know their roles and responsibilities. Lacking of communication meant that fewer members knew that we were in loss. The market researchers didn't find out that our posters were taken out. Our business had competitors, which fewer knew and didn't tell the team leaders.

🔗 Responsibility for problems and meeting targets

As communication was lacking and members were demotivated no one was taking responsible for any problems occurring. The problems were we had competitors and the team leaders didn't take any action. Some one took the posters out and no one took any actions.

🔗 Group dynamics

We tried to work as a team by putting different views about the subject. We discussed the matter to see which was the best course of action, which could be implemented for the project. As we discussed the best course, which was doing the raffle tickets, we worked on what prizes to give away.

🔗 Being open to criticism and advice

After selling the tickets we had a group meeting to discuss what went wrong in making profit. As the members notify the problem one member said that she knew from the beginning that our business wasn't going to make any profit. Then others asked her why she didn't speak up. She didn't give any advice on new ideas on what should have been done.

🔗 Listening to others

All the members listened to our team leader's advice as they motivated the team members in doing the business. As leaders of our team they had to listen to members ideas. As members were giving in ideas about the business the team leaders had to pick the good from bad. And everyone agreed to the idea of selling tickets.

• Meeting targets

If we didn't meet our target of selling tickets we would end up selling them till they are finish. Our target was to sell tickets in 2 weeks and we didn't make any profit so our target meeting was extended to another 1 week. At last we met our target in selling the tickets for another week and took the draw the following first day.

Size of the team

Location

Roles of individual members

Leadership styles

Duration of team

E6

SKILLS OF THE SENDER AND OF THE RECEIVER.

The ability of the sender to explain a message and the receiver to understand it are important in *communication*.

If an order must be sent out by a certain date , but the sender simply asks for as soon as possible, *communication* would not have been effective.

If the receiver does not understand what stocks to take the order from, incorrect goods may be sent due to lack of effective communication.

Emails: messages can be received rapid and cheap. It is used internally and externally. More than one mail can be sent. Mail can be sent to more than one recipient. It can cuts costs such as envelops, stamps. File or pictures can be attached to the mail. Sainsbury can use this form to customers. They can also email their customers about special offers on product. They can email their financial records to suppliers and etc.

Fax machines- this is when information is typed into the fax machine and sent to other person. Quick easy. Sainsbury may use this when its manager wants to speak to its stores. Quick as email. If the document is large it may take time.