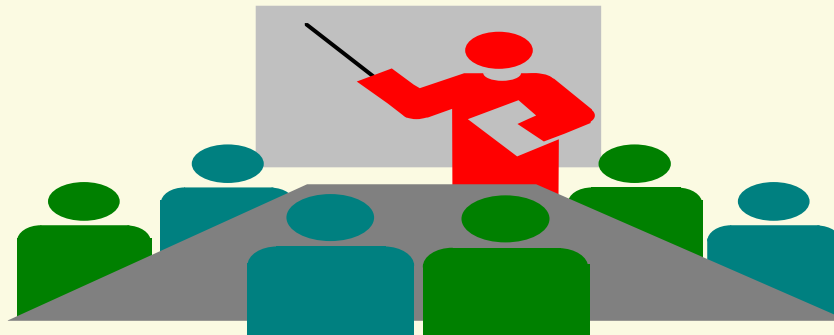


# MANAGEMENT FOR RESULTS

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## MODULE-4

### { GROUP DYNAMICS AND TEAM WORK }



 **INNOVATIVE BUSINESS IMPROVEMENTS PVT. LTD.**

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IBI-67




# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

### LEARNING OBJECTIVES

-  Describe ways people influence each other at work.
-  Explain why managers should understand group dynamics.
-  Identify the factors influencing group behavior.
-  Identify the characteristics of a functional team.

### GROUP DYNAMICS











-  Interaction and communication among people in a group
-  Group dynamics has high impact on organizational results
-  Only constant in 1990's is change

 CHANGE:-->INDIVIDUALS--->GROUPS---  
>INDIVIDUALS

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

### FACTORS EFFECTING GROUP BEHAVIOR

-  The need to belong to a group
-  The way we interact with each other
-  Frustration and conflict within organization
-  The communication pattern in groups
-  The individual's recognition of the value of work
-  Job satisfaction and the work environment
-  The personality of individual members
-  The capacity for adaptation
-  The scope for participation
-  Competition among each other for success

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

### PERCEPTION AND GROUP DYNAMICS

People perceive/ feel differently thus effecting group decisions

I don't like my "BOSS" because he is too demanding

I don't like my "BOSS" because I think he is too demanding

### PRODUCTIVITY AND GROUP DYNAMICS

Well managed group dynamics improves productivity

Participative environment supports positive group dynamics

Team work is essential feature of modern management

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

### Leadership Styles

- **Autocratic Leader:- One who makes decisions without consulting others**
- **Democratic Leader:- One who involves subordinates in making decisions**
- **Free rein Leader :- One who believes in minimal supervision and leaves most decisions to subordinates.**

● .....

 Free

100% Autocratic

.....

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK



MANAGEMENT EFFECTIVENESS:



ORGANIZATIONAL ORGANIZATION

EFFECTIVENESS

- GROUP EFFECTIVENESS
- GROUP EFFECTIVENESS
- INDIVIDUAL EFFECTIVENESS
- INDIVIDUAL EFFECTIVENESS



# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK



### ORGANIZATIONAL DYNAMICS

- The management .....

- 

Superiors

- 

- 

Organization

- Co-workers

Manager

- 

Technology

- 

Subordinates

- Part of a network of relationships with

- Others

- Technology

-

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

• **ORGANIZATION DYNAMICS:**.....Are misunderstandings about

- **Boundaries**
- **Purpose**
- **Responsibilities**

<b>MANAGEMENT DYNAMICS:</b>	<b>STRATEGIC CHOICES</b>	<b>VISION</b>
• <b>Ability</b>	<b>Leadership Norms Effectiveness</b>	<b>Organization</b>
•	<b>Motivation</b>	
•	<b>Group</b>	<b>Processes</b>
•	<b>Effectiveness</b>	<b>Structure</b>
•		<b>Environment</b>
• <b>Individual</b>	<b>Role</b>	<b>Technology</b>
• <b>Effectiveness</b>	<b>Structure</b>	<b>Culture</b>
•	<b>Status</b>	
• <b>Knowledge</b>	<b>Cohesiveness</b>	
• <b>Skill</b>	<b>Stress</b>	
• <b>Attitude</b>		



# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

### MANAGEMENT DYNAMICS

What is a team?

Group of individuals who must work interdependently to attain individual and organizational objectives.

When is a group a team?

People share a reason to work together

Coordinated utilization of interdependent skills

Believe that working together leads to effective decisions

Accept collective responsibility within the organization

Consider people as common denominator for success

Our first objective should be to motivate everyone to work together as a team

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

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### ORGANIZTIONAL TEAM

 **Process Managers**

 **Group of individuals**

 **Operational Level Staff**

 **When work interdependently**

 **to attain individual and organizational objectives  
as a unified team they become**

 **a strong supply value chain**

 **that brings success to their organization**



# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

**SUCCESSFUL COMPANIES ARE THOSE THAT ARE**

**Responsive to changes**

**Know right things to do**

**Are flexible to change in house**

**Their employees believe in seeing the light and not fueling the heat**

**WHEN IS GROUP A TEAM?**

**People share a reason to work together**

- **Coordinated utilization of interdependent skills**
- **Believe that working together leads to effective decisions**
- **Accept collective accountability within the organization**
- **Consider people as a common denominator for success**
- **Team must be sponsored by competent authority**
-

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK


### CONFLICT MANAGEMENT


 **What is in it for me?**


 **Work related incentives: Incentive is a matter of personal value**

 **Economic Incentives : Money and Material benefits**

 **Non Economic Extrinsic: Recognition, Security, Comfort and Power**

 **Non Economic Intrinsic: Self actualization, Self Esteem, Pride of Work and Values (Moral/ Ethical/Cultural)**

 **There are some people who are hired for their professional skills, promoted for their problem solving skills and fired for lack of interpersonal skills.**

 **Conflict Management: Conflict occurs when real or perceived expectations are not met and people believe that others have blocked or about to block their goal or activities.**











 **Two conditions must exist for conflict.....**

- **Perceived conflict of interests between the parties**
- **Perceived ability and intention to block the other's interest**

# MANAGEMENT FOR RESULTS

## GROUP DYNAMICS AND TEAM WORK

### QUESTIONS FOR THE PARTICIPANTS

-  1 Describe the ways working people influence each other
-  2. Why should managers understand group dynamics?
-  3 What factors influence group behavior?
-  4 What factors characterize effective functional team?
-  5 Explain the group dynamics in your organization
-  6 What is your role in the dynamics of the group;; observer or participant?
-  7 Does your role has impact on the morale of your organization?
-  8 What would you do to improve group dynamics if you were manager of the organization?
-  9 What have you done as an individual or group member to enhance the learning process in this training program?
-  10 What could you do as a team member to enhance learning in the class?

A circular diagram consisting of seven thick, colorful arrows pointing clockwise. The arrows are cyan, red, green, blue, teal, yellow, and magenta. In the center of the circle, the text "MOTIVATION & TEAM SPIRIT" is written in a stylized font, with "MOTIVATION" in pink, "&" in green, "TEAM" in brown, and "SPIRIT" in purple. Below this, "IBI PRESENTATION" is written in green. The entire graphic is set against a light brown, textured background that resembles a spiral-bound notebook cover.

MOTIVATION

&

TEAM SPIRIT

IBI PRESENTATION

# *MOTIVATION AND TEAM SPIRIT*

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“One Indian can not build even his own house by himself  
But Team of Indians working together can shape the whole world”





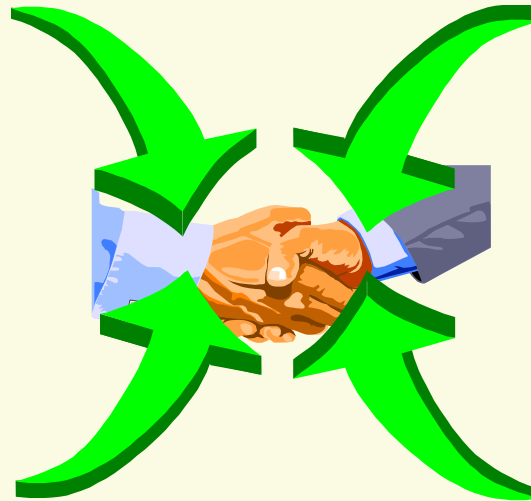
# *MOTIVATION & TEAM SPIRIT*



*“TEAM SPIRIT “*



*COLLECTIVE WILL OF PEOPLE  
TO COMPLETE  
ASSIGNED COMMON TASKS*

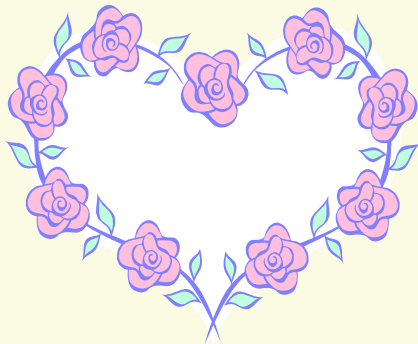




# *MOTIVATION AND TEAM SPIRIT*

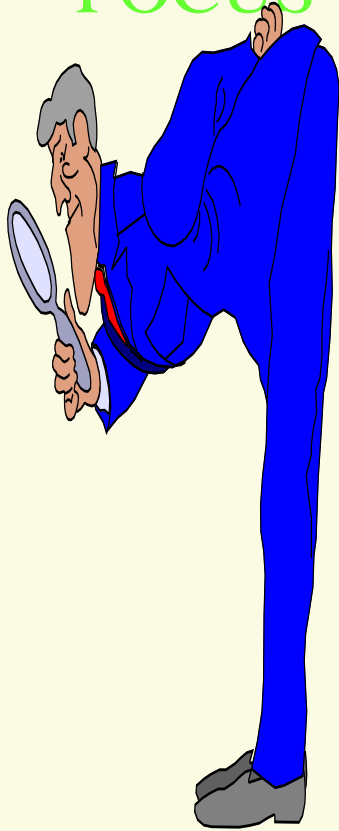
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- Recognize good performance*
- Congratulate good performers and express genuine appreciation*
- Implement policy of performance linked awards and rewards*



# *MOTIVATION AND TEAM SPIRIT*

## *FOCUS ON ORGANIZATIONAL MISSION*



*PROGRESS OR PERISH*





*Improve Quality*

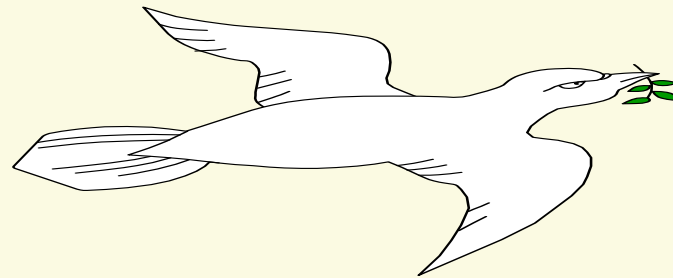
*Improve Productivity*

*Improve Profitability*

# *MOTIVATION AND TEAM SPIRIT*

## **PROVIDE SELF MOTIVATED LEADERSHIP**

-  *Create awareness for positive culture*
-  *Stress need for harmonious work culture*
-  *Encourage positive work environment*
-  *Explain impact on organizational image*



# MOTIVATION AND TEAM SPIRIT

## SET SMART GOALS FOR INDIVIDUALS AND TEAMS

### ☞ CHARACTERISTICS OF SMART GOALS

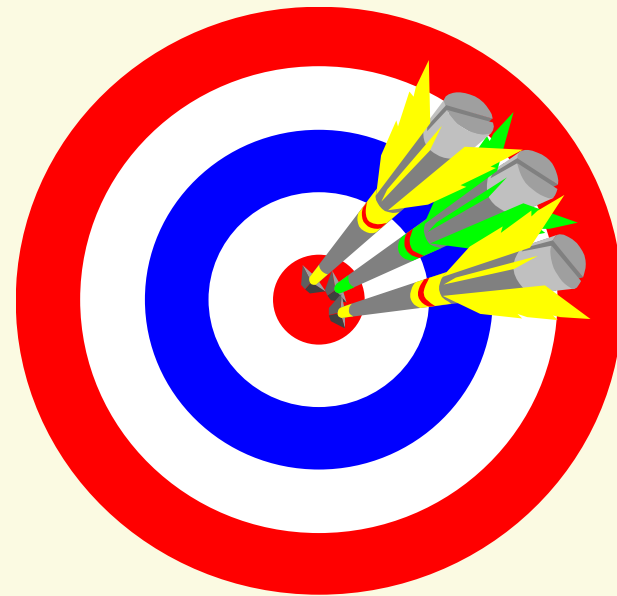
☞ *Specific*

☞ *Measurable*

☞ *Achievable*

☞ *Realistic*

☞ *Time-bound*



# MOTIVATION AND TEAM SPIRIT

Identify Skills Needed to Achieve the Goals

📄 *Inter personal skills*

📄 *Telephone skills.*

📄 *Skills to satisfy customer expectations*

📄 *Demonstrative capability*

📄 *Conflict resolution styles*



# *MOTIVATION AND TEAM SPIRIT*

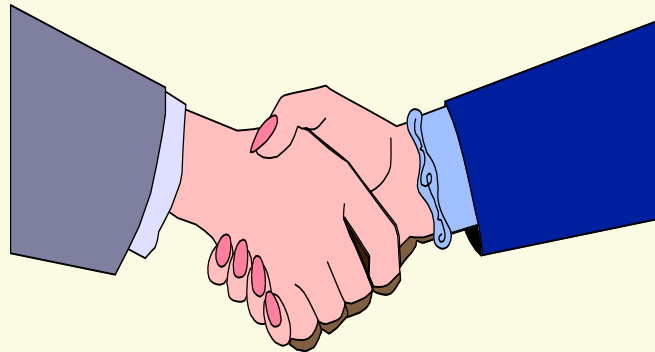
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## **MOTIVATED COMMITMENTS**

 *Individual commitments.*

 *Team commitments.*

 *Organizational Commitments*



# MOTIVATION AND TEAM SPIRIT

## I.B.I.'s EXPECTATIONS FROM PARTICIPANTS

*We earnestly hope that you will all make significant contribution in creating:*

*Positive work environment*

*Motivated team spirit &*

*Harmonious work culture*

*For your organization*

