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**Team Work**

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# What is a Group Discussion?

## •Definition:

A group discussion is a conversation between several participants, often used in academic and professional settings to discuss a particular topic, share opinions, and brainstorm ideas.

## •Importance of Group Discussions:

- Fosters collaborative thinking and idea generation.
- Provides insight into various perspectives.
- Demonstrates communication, listening, and critical thinking skills.

# Effective Participation in Group Discussions

## **1.Listen Actively:**

1. Pay attention to others' views without interrupting.

## **2.Express Your Ideas Clearly:**

1. Speak concisely, stay on topic, and articulate your points effectively.

## **3.Engage with Others:**

1. Build on others' points and ask thoughtful questions.

## **4.Stay Calm and Respectful:**

1. Respect differing opinions and remain calm even during disagreements.

# Tips for Group Discussion Success

- **Prepare in Advance:**

- Research the topic and gather relevant facts, figures, or examples.

- **Focus on Quality, Not Quantity:**

- It's better to contribute a well-thought-out point than to speak frequently without value.

- **Maintain Positive Body Language:**

- Make eye contact, sit up straight, and nod to show understanding.

# What is Conflict Management?

## •Definition:

Conflict management is the process of resolving a dispute or disagreement effectively and constructively within a team or organization.

## •Types of Conflict:

- **Task Conflict:** Disagreements about the content or outcome of the work.
- **Relationship Conflict:** Personal issues or differences that affect interpersonal relationships.
- **Process Conflict:** Disagreements on how to approach a task or project.

# What are Leadership Skills?

## •**Definition:**

Leadership skills refer to the abilities and qualities that enable a person to guide, motivate, and influence a group towards achieving common goals.

## •**Importance of Leadership:**

- Drives team productivity, morale, and success.
- Helps in setting direction and guiding teams through challenges.
- Ensures that tasks are completed efficiently and effectively.

# What is Collaboration?

## •**Definition:**

Collaboration is the process of working together with others to achieve a common goal, often involving the sharing of ideas, resources, and responsibilities.

## •**Benefits of Collaboration:**

- Pooling of diverse skills, knowledge, and perspectives.
- Increased creativity and problem-solving abilities.
- Improved efficiency through task-sharing.

# What is Problem-Solving?

- **Definition:**

Problem-solving is the process of identifying solutions to complex or difficult issues.

- **Importance in Teamwork:**

- Teams often face challenges and must work together to develop effective solutions.



# Problem-Solving Process

- **Step 1:** Identify the problem.
- **Step 2:** Analyze the situation and gather information.
- **Step 3:** Generate possible solutions.
- **Step 4:** Evaluate each solution's pros and cons.
- **Step 5:** Implement the best solution and monitor results.

# Decision-Making Models

- **Rational Decision-Making:** Use logical analysis to evaluate options and make the best choice.
- **Intuitive Decision-Making:** Rely on gut feeling and experience to make decisions quickly.
- **Group Decision-Making:** Collaborate with others to gather input and reach a consensus.

# Barriers to Effective Problem-Solving and Decision-Making

- **Cognitive Biases:** Personal biases can cloud judgment (e.g., confirmation bias).
- **Groupthink:** The tendency to conform to group opinions rather than consider alternatives.
- **Lack of Information:** Insufficient data can lead to poor decisions

# Improving Problem-Solving & Decision-Making Skills

- **Critical Thinking:** Continuously challenge assumptions and think analytically.
- **Creativity:** Think outside the box to find innovative solutions.
- **Collaboration:** Work with others to gain diverse perspectives and improve decision-making.

# Types of Teams

- **Functional Teams:** Teams composed of members from the same department (e.g., marketing or finance).
- **Cross-Functional Teams:** Teams made up of members from different departments to tackle specific projects.
- **Virtual Teams:** Teams working remotely from different geographic locations.
- **Self-Managed Teams:** Teams that have the autonomy to make decisions and manage their tasks

# The Stages of Team Development (Tuckman Model)

- **Forming:** Team members are introduced and start to understand their roles.
- **Storming:** Conflicts arise as individuals assert their ideas and roles.
- **Norming:** Team begins to resolve conflicts and develop better ways of working together.
- **Performing:** Team is functioning smoothly, with high productivity and cohesion.
- **Adjourning:** The team disbands after achieving its goals or completing the project.

# Group Discussion Dos and Don'ts

## Do's

- **Be Concise:** Stay focused on the topic and avoid rambling.
- **Be Respectful:** Give others a chance to speak.
- **Use Examples:** Support your points with real-life examples.

## •Don'ts

- **Interrupting:** Let others finish their thoughts before responding.
- **Dominating the Conversation:** Allow everyone to contribute.
- **Ignoring Non-Verbal Cues:** Pay attention to body language and facial expressions.

# Role of a Moderator in Group Discussions

- **Key Responsibilities:**

- **Setting the Agenda:** Defining the topic and scope of the discussion.
- **Encouraging Participation:** Ensuring that all members contribute equally.
- **Keeping the Discussion on Track:** Preventing digression from the topic.



# Conflict Management (Extended)

- **The 5 Conflict Management Styles (Thomas-Kilmann Model)**
- **Competing:** Assertive and uncooperative; pursuing personal goals at the expense of others.
- **Collaborating:** Both assertive and cooperative; seeking a win-win situation.
- **Avoiding:** Unassertive and uncooperative; avoiding the conflict altogether.
- **Accommodating:** Unassertive and cooperative; giving in to others' concerns.
- **Compromising:** Moderate assertiveness and cooperativeness; finding a middle ground.

# Conflict Resolution in the Workplace

- **Approach the Problem Early:** Address conflicts before they escalate.
- **Stay Solution-Focused:** Avoid dwelling on past issues; focus on resolving the current issue.
- **Maintain Professionalism:** Keep emotions in check and remain respectful.

# Evaluating Decision Outcomes

- **Assessing Impact:** Evaluating whether the decision helped meet the goals and addressed the problem.
- **Learning from Mistakes:** Analyze what went wrong and how to improve future decision-making.
- **Adjusting as Needed:** Be prepared to modify the decision or approach based on feedback and outcomes.

# Conclusion

## •Key Takeaways:

- Teamwork requires effective communication, collaboration, and problem-solving.
- Conflict can be resolved through active listening and compromise.
- Leadership involves motivating, guiding, and inspiring teams.
- Good decision-making and problem-solving skills are critical for team success.

## •Final Advice:

- Strengthen your teamwork and leadership abilities to thrive in any collaborative setting