SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107
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Accredited by NBA – AICTE and Accredited by NAAC – UGC with 'A' Grade
Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

DEPARTMENT OF MANAGEMENT STUDIES

COURSE NAME : 19BA101- MANAGEMENT AND ORGANISATIONAL BEHAVIOUR

I YEAR /I SEMESTER

UNIT 4- GROUP BEHAVIOR

Topic 4.2: Groups – Role relationships and conflict

TEAMS

A team is a group of people working and interacting with one another for the purpose of making decisions and achieving objectives that are in the best interests of all.

TEAM WORK

Teamwork is the interactive, continuous process of people learning, working and growing interdependently to achieve corporate objectives.

Values that destroy teamwork

- Ambition
- Competitiveness
- Power

Ambition needs to be replaced by **Excellence**

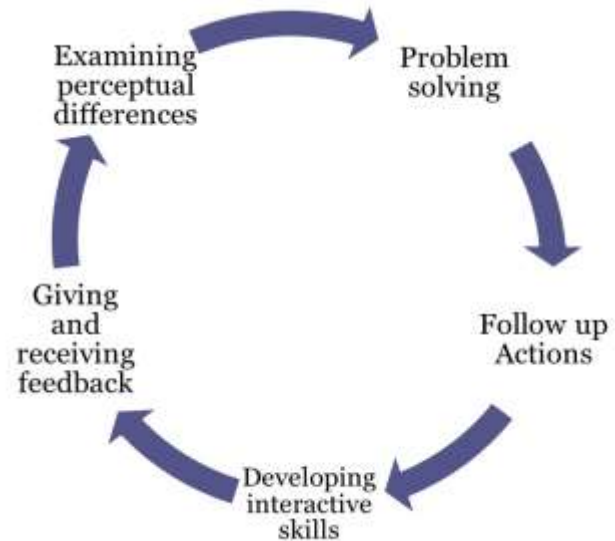**Competition** needs to be replaced by **Co-operation**

Power needs to be replaced by **Influence**

TEAMS BUILDING PROCESS

4 STEPS APPROACH TO TEAM BUILDING

◄ Assessing Team Needs

◄ Planning Team-Building Activities

◄ Executing Team-Building Activities

◄ Evaluating Team-Building Activities

INTERPERSONAL SKILLS

- ◄ A set of behaviours which allow you to communicate effectively and unambiguously in a face-to- face setting

- ◄ They can also be thought of as behaviours which assist progress towards achieving an objective

SIX SUCCESS ELEMENTS IN BUILDING RELATIONSHIPS

It takes a combination of

1. Self-awareness,

2. Self confidence,

3. Positive personal impact,

4. Outstanding performance,

5. Communication skills and

6. Interpersonal competence to succeed in your career and life.

3-FACTOR MODEL OF INTERPERSONAL COMPETENCE

Interpersonally competent people:

➢ are self aware. They use this awareness to better understand others and to adapt their behaviour accordingly.

➢ build and nurture strong, lasting, mutually beneficial relationships.

➢ resolve conflict in a positive manner.
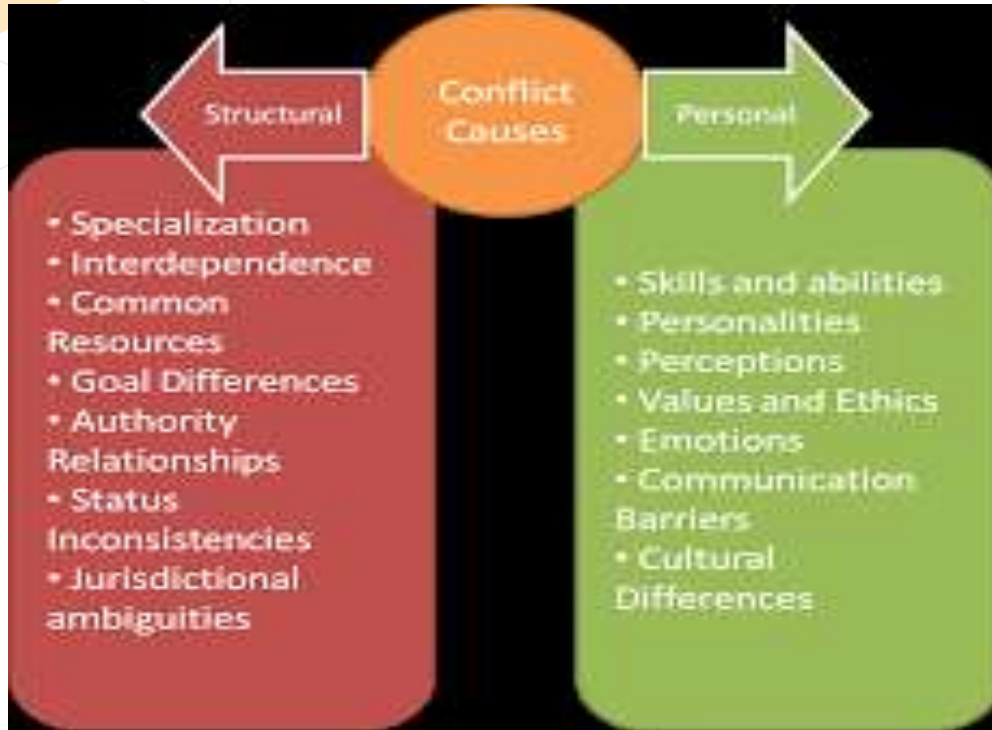
HANDLING CONFLICTS IN TEAMS

◄ Resolution Strategies for Team Conflicts:

◄ Plan & Work to establish a balanced culture

◄ Establish clear criteria

◄ Don't allow individuals to build personal empires

◄ Encourage & Recognize risk-taking behavior

◄ Value constructive dissent

◄ Assign people of widely differing perspectives

◄ Reward and recognize both dissent & teamwork

THANK YOU

Role relationships & Conflict /19BA101-MOB/Dr.R.Anitha/MBA/SNSCE