



# **SNS COLLEGE OF ENGINEERING**

**Kurumbapalayam (Po), Coimbatore - 641 107**

**An Autonomous Institution**

**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: 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**

**Competition**

**Power**

**needs to be replaced by**

**needs to be replaced by**

**needs to be replaced by**

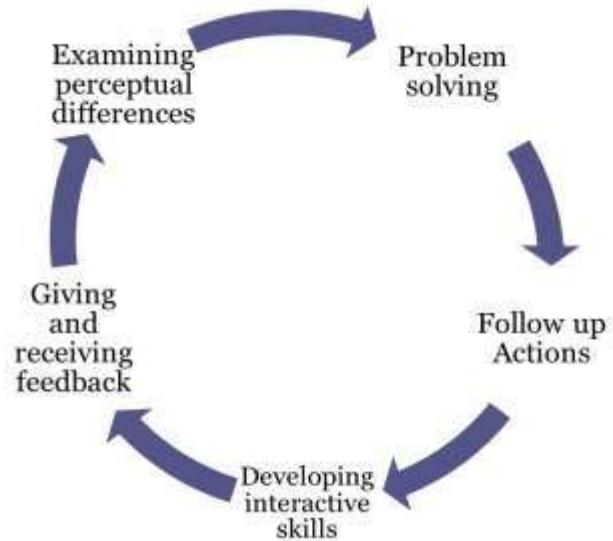
**Excellence**

**Co-operation**

**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.

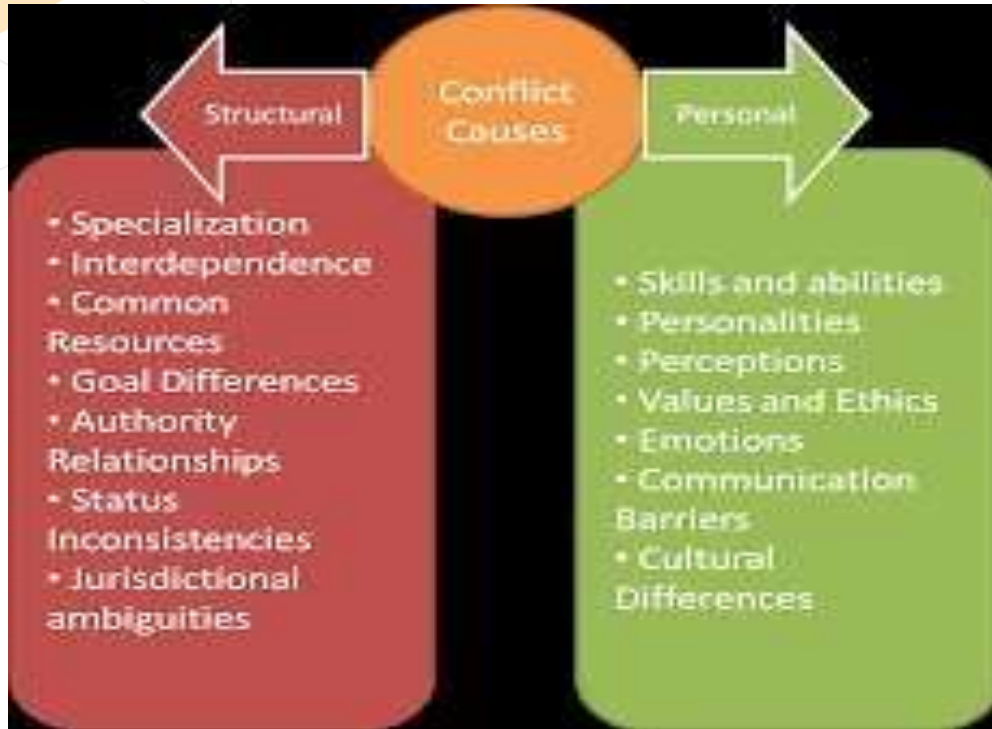




## 3-FACTOR MODEL OF INTERPERSONAL COMPETENCE

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