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U05A1 Team Functioning and Conflict

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**Team Functioning and Conflict**

Introduction

The purpose of this assignment is to address the qualities of an effective team leader, how a team works together to achieve success and provide examples of how an effective and ineffective team works. Also, the assignment will address ethnic and diversity issues in team management using the case study besides conflicts in teams and strategies for resolving them.

**The Qualities of an Effective Team Leader**

According to Salas, Dinh & Reyes (2019), an effective leader has practical communication skills. A team leader who is a clear communicator can verbally or in writing presents their plans, vision, ideas, and expectations in a way that team members can understand. Also, he or she listens to other team members. Other qualities which a capable team leader possesses include integrity, fairness and kindness, powerful facilitator, and influence in core values (Salas, Dinh & Reyes, 2019). A leader who is fair treat team members equally while integrity plays out when a leader is open, transparent, and honest with the team members. A leader who is a powerful facilitator helps team members to understand their roles in achieving the objectives and goals of the team. The qualities mentioned above are important because according to Salas, Dinh & Reyes (2019), they motivate team members to follow the team leader. Qualities such as integrity, compassion, fairness, and leadership skills enable a team leader to inspire the trust and earn the respect of team members and above all, stimulate production.

**How a Team Can Work Together Effectively**

A team works effectively by communicating with each other and sharing ideas. Team members should consistently update each other and never assumes that others are aware unless informed. An effective team has one clear vision and works towards achieving the same goal. The team members offer each other support and willingly and happily assist each other (Sharma, Kensal & Paliwale, 2014). Also, effective teamwork is characterized by a high level of organization, and each member has a role and contributes their fair share to the achievement of the goals. Therefore, an example of effective teamwork is where the members support one another, share information freely, respects each other, plays their role, and contributes to the team's success. On the other hand, some of the examples of ineffective teamwork include bad attitude, competition, and selfishness, lack of communication, backbiting, disagreements, and infighting.

**Strategies for Success**

There are several strategies which can be adopted to ensure the success of a team. The fast strategy is upholding transparency. Transparency allows team members to build trust and form healthy relationships among themselves and ensures that they are on the same page (Sharma, Kensal & Paliwale, 2014). The second strategy is enhancing collaboration. Human beings are competitive, and personal ambitions can tear the team apart. Therefore, collaboration should be embraced to ensure that the focus is on group achievement rather than an individual's achievement. The third strategy is a regular celebration of success. According to Harley-McClaske (2017), celebrating the achievement of goals is one of the best ways to ensure that the team is inspired, motivated, and kept on track. The fourth strategy is the establishment of a transparent decision-making process. Team members might have contradicting opinions; therefore; there should be a clearly defined process for arriving at decisions.

**The Ethical and Diversity Issues on the Task Force**

One of the ethical issues that are visible on the task force is the lack of an open mind. Each of the task force members has a fixed thought on how to go about the issue of Evan Wesley. When it comes to solving a problem in a group or a team context, it is ethical for one to be open mind and recognize that there is always more than one way of resolving a problem (Prause & Mujtaba, 2015). The diversity issue on the task force is in regard to the area of specialization. Each of the task force members has their professional specialties and use their expertise and experience to analyze the case of Eva Wissey and come with recommendations. The fact that they have different knowledge makes them read from different scripts and view the problems through different lenses. As a result, the professional diversity on the task force leads to different opinions. In addition to that, lack of flexibility and open mind amongst the members has made each of them stick to their recommendations. Consequently, there is a likelihood of disagreement on how to handle the scenario.

**The Impact Did These Issues Have on the Functioning of the Task Force**

The differences in professional opinions and lack of open mind to other ways of resolving the problem are likely to affect the functioning of the task forcenegatively.The task force should embrace collaboration and work towards achieving the same goal of getting the best intervention to Eva. There are three suggestions, but the team cannot just agree on the best one to adopt because they have different professional views of the scenario and in addition to that, each person is stuck to their way of thinking. It seems that each person thinks they are right and their recommendation is the best. Consequently, there is a likelihood of a deadlock, and it requires effective leadership to resolve the conflict to reach a consensus (Prause & Mujtaba, 2015). However, if each of the members sticks to their suggestion, then, Evan may not get the best intervention.

**The Conflicts That Arose On the Task Force**

The conflict which arose on the task force is contradicting opinions on which of the three options to be recommended to the country. Others argue that it would be best to return Eva to her home whiles others recommends that she be placed in foster care and another person is for emancipation. From their arguments, it is clear that each of the recommendations has merit and cannot be ignored. However, only one recommendation is needed, and the task force has to compromise or be accommodative. Therefore, the conflict on the task force is that they cannot arrive at a common recommendation.

**The Strategies That Could Help In the Resolution of the Conflicts**

There are several strategies which can be used to resolve the conflict on the task force. The first strategy is accommodating (Prause & Mujtaba, 2015). The task force has different opinions on the best intervention for Eva. Therefore, the best strategy to resolve the conflict is for other members to give in and support one of the members. However, its disadvantage is that many issues can be left unresolved. The second conflict resolution strategy is compromising (Prause & Mujtaba, 2015). The task force members should soften their stand a little bit and open their minds to other ways of handling the scenario. The advantage is that it is an appropriate method of resolving a problem, but the disadvantage is that it is not easy to reach a compromise, and despite being fair, it does not leave everyone happy.

**Conclusion**

Some of the qualities of an effective team leader which have been identified in this paper are effective communication skills, integrity, and fairness. In the assignment, I have explained how a team can work effectively besides provided examples of effective teamwork such as collaboration, effective communication, transparency, and having a common vision. The ethical and diversity issues which were identified are lack of open mind to other solutions and different professional opinions, respectively. Finally, I have discussed the impact of conflicts on the functioning of team and conflict resolution strategies such as compromising and accommodating.

References

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