**Individuals and Groups:**

From an individual perspective the study of groups holds value because groups provide an opportunity for the fulfilment of needs. Maslow (1954) suggests that human needs may be thought of as being organized into hierarchy.

**Teamwork:**

**Introduction:**

**Essentials:**

1. Group
2. Leader
3. Common goal
4. Regular interaction
5. Each member contributing responsibly
6. Conscious co-ordination
7. Team spirit

**Characteristics:**

1. The working atmosphere is informal, comfortable and relaxed
2. There is a lot of discussion in which virtually everyone participates, but it remains pertinent to the task of the group
3. The members listen each other
4. There is disagreement.
5. Most decisions are reached by a kind of consensus in which everybody is in general agreement and willing to go along
6. The task of the objective of the group is well understood and accepted by the group after free discussion of the objectives, followed by commitment of the members.
7. People are free in expressing feelings and thoughts
8. When action is taken, clear assignments are made and accepted

**Purposes:**

1. Analyse the way work is performed
2. Examine the way a group is working
3. Examine the relationship between team members
4. Improve relationship of members
5. Improve service
6. Set goals

**Components:**

1. Get the right people together
2. Have a large block of interrupted time
3. Deal with high priority problem first
4. Study the problem in-depth and not superficial
5. Develop realistic solutions wholeheartedly
6. Follow up to assess results

**Building and managing team:** The manager is responsible for building and managing team in addition to the personnel development.