

# Victoria University Of Bangladesh

Course title ~ HM-654

## ***Bachelor of Tourism & Hotel Management***

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### **1.**

#### 1. Look for Excellent Communicators

For your team members to be receptive, understand, and act on what you tell them to, they'd better be great communicators. They are people who know how to listen, reply, and respect the other conversation participant.

Individuals need to be usually available when you need to reach them, and ready to address your concerns.

#### 2. Seek Well-Organized and Self-Disciplined Members

Two of the qualities that you should always expect from your team members are good organizational skills and self-discipline.

You can cultivate these things by building emotions around them and by engaging in an uncertain process that will gradually lead you towards the mastery of these skills.

Of course, not many people know or apply these things, maybe not even you. However, for a project's team to be amazing, it needs to be self-disciplined and well-organized individuals.

#### 3. Find or be an Exceptional Project Manager

Are you the one who's leading the team? If the answer is yes, you should ask yourself the next few questions:

Can you lead by example?

Are you a genuine, compassionate, and patient leader?

Do you have what it takes to lead your people to success?

Would the project work better with another project manager?

Do you have to acquire certain skills and knowledge to improve your leading confidence and to deliver the expected results?

Being the manager of a project is not a simple task, so whether you're up to it or not is your decision to make.

If you decide that you want to hire a project manager, well, you need to make sure they are a better leader than you so they can truly bring your project to life and to success.

#### 4. Hire the Best Fit for the Role

Never make exceptions on this. When you hire people, you need to be 100% objective. It doesn't matter whether the candidate is one of your mother's friends or your partner.

You should only hire the best fit for the role and for the team. This is ideally a person whose background (experience, skills, and attitude) corresponds to the requirements and expectations that the job role presumes.

#### 5. Look for Resourceful and Influential Individuals

Do you want your team to be resourceful? Then start looking for resourceful individuals. When you want to make a big, delicious cake, you need to ensure that each piece is well dressed in the ingredients and every single component becomes remarkable at one point or another.

Your team should be comprised of some people who have professional connections with different organizations, individuals, and/or clients.

Ideally, they should be influential, meaning that people will recognize them as an authority in their corresponding field.

## 6. Do Your Research Well All the Time

Proper research will save your project from a lot of trouble along the way. Hiring team members that don't actually fit the job role and the team will waste your time, money, and energy, and the relationships between you two can often end up in conflict.

Before you hire someone, make sure that you research their online presence, which includes social media and Google. Then you should call the person for an interview and analyze the person in a better style.

Lastly, you can convince yourself by challenging the candidate. Assign them a small test or work sample to see how they may perform in the future.

## Team Members Planning

### 7. Seek Proactive Members

Proactivity is an essential component of each successful team. Your project heavily depends on the activity of each of your team members combined.

Employees that take action on their own are helpful assets.

Seek this in your employees, and your project will run smoother and faster than you would expect.

### 8. Truly Listen to Your Candidate's Words

While your candidates are speaking, are you truly listening? Do you genuinely care about what they want to say? Or are you just hoping to hear the things you want to hear?

To start, analyze the candidate's first interaction pitch. See how they approached you in the beginning. Secondly, assess the discussion you had.

## 2.

### Team Manager Job Duties

A team manager typically has a wide range of responsibilities, which can include:

Choosing the team's lineup based on player performance, team chemistry, and other factors

Building and maintaining relationships with team sponsors, including designing promotions that promote their products or services

Managing the team's finances and accounting activities to ensure compliance with league rules

Overseeing travel arrangements for team road trips and arranging travel accommodations for away games

Communicating with team owners about issues that arise during the season

Coordinating with the team's coaching staff to ensure that players are meeting their training and practice requirements

Meeting with league officials to discuss rules changes and other issues related to the league's operation

Providing support to players on the team by arranging accommodations, coordinating events, and booking flights and hotels

Coordinating with the team's marketing department to design promotions to build excitement around upcoming games

### Team Manager Salary & Outlook

Team managers' salaries vary depending on their level of education, years of experience, and the size and industry of the company. They may also earn additional compensation in the form of bonuses or commissions.

Median Annual Salary: \$52,500 (\$25.24/hour)

Top 10% Annual Salary: \$85,000 (\$40.87/hour)

The employment of team managers is expected to decline over the next decade.

Employment growth for human resources managers will be limited because many organizations already have human resources departments and are unlikely to hire additional managers. In addition, automation and technology may reduce the need for human resources managers in some cases.

### Team Manager Job Requirements

A number of qualifications are necessary to become a team manager. They may include:

**Education:** A team manager typically needs a high school diploma or GED certificate. Some employers prefer an associate's or bachelor's degree in a related field, such as business administration or sports management.

**Training & Experience:** Team managers typically receive on-the-job training. This training may include learning the company's policies and procedures, as well as the products and services they offer. They may also receive training in the use of the company's computer systems and software.

**Certifications & Licenses:** Some employers may require team managers to have specific certifications. These certifications show that a professional has the knowledge and experience to manage a team effectively.

### Team Manager Skills

Team managers need the following skills in order to be successful:

**Leadership:** Leadership skills can help team managers build and maintain a productive team. As a team manager, you can use your leadership skills to motivate your team, encourage them to work together and help them achieve their goals. You can also use leadership skills to delegate tasks, provide feedback and hold regular meetings with your team.

**Communication:** Communication is another skill that team managers can benefit from having. As a team manager, you may be required to communicate with employees from other departments, such as human

resources, marketing and sales. You may also be required to communicate with employees who work remotely. It's important to be able to communicate effectively in person and through written correspondence.

**Problem-solving:** Problem-solving skills are necessary for team managers, as they often need to find solutions to challenges their teams face. For example, if a team member is absent, a team manager might need to find a replacement or adjust the work schedule to ensure the team continues to function smoothly. Similarly, if a team member is having difficulty completing a task, a team manager might need to step in and help them find a solution.

**Time management:** Time management is another skill that team managers can use to be successful in their careers. This is because team managers often have many responsibilities and tasks to complete each day. Having strong time management skills can help them organize their work schedule and prioritize their tasks to ensure they complete everything on time.

**Organization:** Organization is another skill that can be beneficial for team managers. As a team manager, you may be responsible for scheduling meetings, planning events and managing employee schedules. Having strong organizational skills can help you be more efficient in your role and help you complete your duties on time.

### Team Manager Work Environment

The work environment for team managers varies depending on the type of organization they work for. For example, team managers in manufacturing or production environments may spend most of their time on the production floor, while team managers in office settings may spend most of their time in meetings or at their desks. In either case, team managers typically work a standard 40-hour week, although they may occasionally have to work overtime to meet deadlines or resolve problems. They may also travel to other locations, such as company headquarters or other branches, to attend meetings or training sessions.

## Team Manager Trends

Here are three trends influencing how team managers work. Team managers will need to stay up-to-date on these developments to keep their skills relevant and maintain a competitive advantage in the workplace.

### The Need for Better Communication Between Teams

The need for better communication between teams is a trend that is becoming increasingly important in today's business world. This is because teams are often working on projects together, which requires good communication in order to be successful.

Team managers can utilize this trend by developing better communication skills themselves. This will allow them to better communicate with other teams and ensure that everyone is on the same page. In addition, team managers can also work to create an environment where communication is encouraged and supported.

### More Focus on Diversity and Inclusion

As businesses become more globalized, the need for diversity and inclusion becomes even more important. This is because it allows companies to better understand and serve their customers from different cultures and backgrounds.

Team managers can capitalize on this trend by focusing on creating a culture of diversity and inclusion within their teams. This includes promoting employees who reflect the diversity of the customer base as well as creating a safe space for employees to express their opinions.

### Greater Emphasis on Employee Engagement

Employee engagement has become a major focus for many businesses in recent years. This is because employers have realized that a disengaged

workforce can lead to a number of problems, such as low productivity and high turnover rates.

As a team manager, you can help to promote employee engagement by creating a positive workplace environment where employees feel valued and appreciated. You can also encourage team members to get involved in activities outside of work, such as volunteering or sports, which can help to keep them motivated and happy.

### How to Become a Team Manager

A career as a team manager can be rewarding in many ways. It offers the opportunity to work with a variety of people, help them reach their full potential, and see the results of your hard work pay off. However, it's important to keep in mind that being a team manager is a big responsibility. You will be responsible for leading and managing a team, which means you need to have excellent communication skills, be able to motivate people, and have a clear vision for where you want the team to go.

In order to become a successful team manager, you need to be able to balance your workload effectively so that you are able to complete all of your tasks on time. You also need to be able to manage conflict between team members when necessary and provide constructive feedback when needed.

#### 1. Pay your people what they are worth

When you set your employees' salaries, be sure that their pay is consistent with what other companies in your industry and geographic area are paying. Remember: 26 percent of engaged employees say that they would leave their current job for just a 5 percent increase in pay. Don't lose great people because you're underpaying them.

#### 2. Provide them with a pleasant place to work



Everyone wants to work in an office environment that is clean and stimulating, and that makes them feel good instead of bad. You don't have to spend a lot of money to make an office a more pleasant place to be.

### 3. Offer opportunities for self-development

The members of your team will be more valuable to your organization, and to themselves, when they have opportunities to learn new skills. Provide your team with the training they need to advance in their careers and to become knowledgeable about the latest technologies and industry news.

### 4. Foster collaboration within the team

According to [Weekdone.com](http://Weekdone.com), 39 percent of employees don't feel that their input is appreciated. Encourage the members of your team to fully participate by inviting their input and suggestions on how to do things better. Ask questions, listen to their answers, and, whenever possible, implement their solutions.

### 5. Encourage happiness

Happy employees are enthusiastic and positive members of the team, and their attitude is infectious. Keep an eye on whether or not your people are happy with their work, their employer, and you. If they're not, you can count on this unhappiness to spread.

### 6. Don't punish failure

We all make mistakes. It's part of being human. The key is to learn valuable lessons from those mistakes so we don't make them again. When members of your team make honest mistakes, don't punish them--instead, encourage them to try again.

### 7. Set clear goals

In one study, 63 percent of employees reported that they wasted time at work because they weren't aware of what work was a priority, and what wasn't. As a leader, it's your job to work with the members of your team to set clear goals. And once you do that, make sure everyone knows exactly what those goals are, what their relative priority is, and what the team's role is in reaching them.

## 8. Don't micromanage

No one likes a boss who is constantly looking over her shoulder and second-guessing her every decision. In fact, 38 percent of employees in one survey reported that they would rather take on unpleasant activities than sit next to a micromanaging boss. Provide your people with clear goals (see number 7, above), and then let them figure out the best way to achieve them.

## 9. Avoid useless meetings

Meetings can be an incredible waste of time--the average professional wastes 3.8 hours in unproductive meetings each and every week. Create an agenda for your meetings and distribute it in advance. Invite only the people who really need to attend, start the meeting on time, and then end it as quickly as you possibly can.

## **3.**

### 1. Critique behavior, not people

When dealing with a problematic employee, it's essential to focus on specific behavior, not personal factors. Your role is not to judge them. Not only could that lead to unproductive conflict, but it is unlikely to help resolve the behavior.

The objective is to find a way to stop your colleague's unacceptable behavior and help correct behaviors that make working with them unnecessarily difficult. Your role is to support them and look for solutions.

People aren't always aware of how their behavior impacts their work and environment. Start by bringing it to their attention in a non-confrontational way. Assume good intentions if at all possible. Remember that not all difficult employees intend to be difficult.

Then, give them specific examples of their negative behavior to help them understand the problem.

## 2. Identify the causes of the problem

The reasons behind an employee's behavior are unique to each person. This is why it's necessary to identify the causes before addressing the problem.

It could be related to:

Their work

Relationships with other colleagues

Personal issues that prevent them from performing their job adequately

As a leader, it's your responsibility to get to the root cause of the problem and resolve it.

## 3. Be open to feedback

Problematic behavior may be the result of the employee's perception of and experience in their work environment.

Managers must be open to receiving feedback. This could be about management style or any other problem your employee may have with the organization.

Create a safe space in which your colleague can express their opinions.

Use active listening to make sure you understand what they're saying. Listen to your employee's side of the story without prejudice.

Sometimes a difficult person just needs someone to listen and understand them. This often helps change their attitude and behavior.

#### **4.**

Here are seven teamwork skills that are essential for your academic and professional success:

##### **1. Communication**

Communication is the foundation of effective teamwork. Whether you're working on a presentation with your classmates or spearheading a new project at work, it's important to talk openly and honestly with your group members about expectations, deadlines, and responsibilities. Establishing open lines of communication promotes trust and makes for a positive team environment. While disagreements might occur, being upfront and respectful in your communication with other team members will help you resolve issues quickly.

##### **2. Time management**

Time management, accountability and responsibility are all equally important for your career as they are in your academic life. Project managers, for example, must have strong organizational skills in order to set manageable goals for their team and keep others on track to meet their deadlines. Nurses must also demonstrate strong time management skills, prioritizing and delegating tasks so that they can spend more time on the patients who need extra care.

Learning how to balance multiple deadlines and assignments while you are in school will make it easier for you to adjust to a fast-paced and collaborative work environment in the future.

##### **3. Problem-solving**

Effective problem solvers are able to think outside the box when challenges or issues arise. Rather than focusing on negative outcomes, they stay calm and help their team work towards a solution. This approach helps uncover

roadblocks or inefficiencies that are inhibiting the team's success, so you can work to improve those processes in the future.

#### 4. Listening

When working in a group, it's important to keep an open mind. Recognize that your team members may see things from another perspective, and hear them out. Listening to other points of view can help you see multiple sides of an issue, including ones that you have never considered before. This allows you to be a better colleague and leader, to anticipate needs and challenges before they arise and to respond effectively when they do.

#### 5. Critical thinking

Critical thinking allows you to make better, more informed decisions. It can be tempting to follow along with whatever the group decides, or what one team member believes is the best course of action, but sometimes a different approach or a new idea can help achieve better results. By thinking critically about the situation – examining all sides of an issue, reflecting on past experiences, and listening to what other group members have to say – you could arrive at a breakthrough that moves your team forward in new and exciting ways.

#### 6. Collaboration

Working in a team can be challenging at times, but more often it is a great opportunity to uncover creative ideas, share different perspectives and experiences, as well as enhance your own skills. If you treat each group project as a learning experience, you can help foster a more productive team environment. Your desire to learn and your willingness to explore new approaches will make you a better contributor, manager, or leader.

#### 7. Leadership

A leader who works well with others – both within his or her own department and across departments – can help spread knowledge and resources, develop new leaders and contribute to an organization's success. Leaders can demonstrate strong teamwork skills by promoting

collaboration, acting as a mentor or coach for their employees and by empowering others to learn, grow and advance.

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## **5.**

It depends on the task. When it comes to brainstorming, teams produce great ideas with multiple inputs, and teams can highlight people's strengths. But I certainly enjoy working on my tasks as an individual as well, since in many ways it takes the ability to work alone for the team to fully succeed.