

Assessment

**Task 1**

**Lead team effectiveness**

**BSBLDR414**



**Student Declaration**

To be filled out and submitted with assessment responses

◻ I declare that this task and any attached document related to the task is all my own work and I have not cheated or plagiarised the work or colluded with any other student(s)

◻ I understand that if I am found to have plagiarised, cheated or colluded, action will be taken against me according to the process explained to me

◻ I have correctly referenced all resources and reference texts throughout these assessment tasks.

◻ I have read and understood the assessment requirements for this unit

◻ I understand the rights to re-assessment

◻ I understand the right to appeal the decisions made in the assessment

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| --- |
| **Unit Title** **Unit Code** |
| **Student name** | SimonCross |
| **Student ID number** | 63041  |
| **Student signature** | S.C | **Date** |
| **Task Number** | Tast 1 | 07/03/22 |

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| **------OFFICE USE ONLY-----**For Trainer and Assessor to complete:◻ Student requested reasonable adjustment for the assessment |

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| **Question** | **Marking Sheet - Assessor to complete.****Did the student satisfactorily address each question as instructed:** |
| **Completed satisfactorily** |
| **S** | **NYS** | **DNS** | **Comments** |
| **Question 1** |  |  |  |  |
| **Question 2** |  |  |  |  |
| **Question 3** |  |  |  |  |
| **Question 4** |  |  |  |  |
| **Question 5** |  |  |  |  |
| **Question 6** |  |  |  |  |
| **Question 7** |  |  |  |  |
| **Task Outcome: Satisfactory** [ ]  **Not Yet Satisfactory** [ ]  |
| **Student Name:** |
| **Assessor Name**:**Assessor Signature:****Date:**  |

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# **Task 1 – Knowledge Questionnaire**

| **Task summary and instructions** |
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| **What is this assessment task about?** | This assessment is a written questionnaire with a mix of objective and subjective questions. The questionnaire is designed to meet the knowledge required to meet the unit requirements safely and effectively.The questions focus on the knowledge evidence required for this unit of competency:* work processes, including team purpose, roles, responsibilities, goals and plans
* organisational escalation policies and procedures
* behaviours which enhance organisational image for work team, clients and customers
* processes for setting goals that contribute to team effectiveness
* effects of individual behaviour on team effectiveness
* innovation and productivity measures in work plans
* key features of common leadership styles.

Your assessor will be looking for demonstrated evidence of your ability to answer the questions satisfactorily, follow instructions, conduct online research and review real or simulated business documentation as instructed. |
| **What do I need to do to complete this task satisfactorily?** | * submit your answers to the questions within the set timeframe,
* answer all questions as instructed,
* answer all questions using your own words and reference any sources appropriately,
* all questions must be answered satisfactorily.

 It is advisable to:* review the questions carefully,
* answer the questions using online research and the learning material provided for the unit and by reviewing real or simulated relevant business documentation (such as policies and procedures),
* further research the topics addressed in each question.
 |
| **Specifications** | **You must submit to GOALS the*** assessment coversheet,
* answers to all questions,
* references.
 |
| **Resources and equipment**  | * computer with Internet access,
* access to Microsoft Office suites or similar software,
* learning material.
 |
| **Re-submission opportunities** | You will be provided feedback on your performance by the Assessor. The feedback will indicate if you have satisfactorily addressed the requirements of each part of this task. If any parts of the task are not satisfactorily completed, the assessor will explain why, and provide you with written feedback along with guidance on what you must undertake to demonstrate satisfactory performance. Re-assessment attempt(s) will be arranged at a later time and date. You have the right to appeal the outcome of assessment decisions if you feel that you have been dealt with unfairly or have other appropriate grounds for an appeal. You are encouraged to consult with the assessor prior to attempting this task if you do not understand any part of this task or if you have any learning issues or needs that may hinder you when attempting any part of the task. |

**Answer all the questions below:**

## **Question 1**

**Briefly describe the following and explain their importance in leading team effectiveness.**

|  | **Description** | **Explanation****(20-40 words)** |
| --- | --- | --- |
| Work processes | The way work is broken down into tasks so that they can be handled and completed. | Work processes outline ways of doing tasks to ensure they are completed correctly. An example of this is: scientists in a lab must wash test tubes in a certain way or process to ensure they are completed to a standard. |
| Team purpose | Having a team purpose directs a team to a group completion of ataskor objective | A team purpose is in place to direct the team towards a central goal. As the team understands the goal they can better direct their efforts to achive the end goal. |
| Roles and responsibilities | Roles give people a selection of task within their purview. Responsibilites are the things you have to do for success to be achived. | Roles and responsibilities are the tasks you take ownership over so that they can be split up within a teamor group dynamic. |
| Goals | Something you are aiming to achive | Goals are decided on as a point of success or completeion. They are decided on by one person or a group as something you wish to have because it produces a desired result. |
| Plans | The arrangement of tasks to complete a set goal | Plans are a roadmap of tasks required to achive a goal. They are how people breakdown tasks or goals into more manageable tasks that are completable. |

## **Question 2**

**Read the following policies and procedures provided in a separate folder:**

* **Stakeholder Engagement Policy**
* **Decision Making Process**

**Summarise how an issue would be escalated in the organisation.**

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| An issue raised would first be spoken to management. If the management was in question then it would beto upper management or the shareholders as this is could constitute a very high risk to the shareholders. The level of risk would be assessed and the correct level of engagement would be used. |

## **Question 3**

**Select and outline three (3) behaviours that would enhance the organisational image for work teams, clients and customers.**

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| Coheisevness within a work team.Clear communication with clients.Empathy with customers to better understand need. |

## **Question 4**

**List three (3) processes that you could use for setting goals that contribute to team effectiveness. Choose one and outline it.**

|  |  |
| --- | --- |
| **List of processes** | Team Work ScheduleIdentifying and allocating tasksTeam Brainstorms |
| **Outline of one of the processes** | Team work schedules assign tasks so theycan be better planned and roles and responsibilities assigned. This means management can happen clearly with a benefit of efficiency. |

## **Question 5**

**How can individual behaviours impact team effectiveness?**

**Provide two (2) examples.**

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| If one team member is not meeting deadlines then the team will not be able to meet its goalIf one team member is able to help others complete their task morale can be brought up. Happier people are more focused. |

## **Question 6**

**List thee (3) productivity and three (3) innovation measures in work plans.**

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| --- | --- |
| **Productivity** | Timelines for workBreakdown of tasksList of Participants |
| **Innovation** | BrainstormingTransfer of group ideasKey performance indicators (KPIs) |

## **Question 7**

**List and describe the features of three (3) common leadership style**

| **Leadership style** | **Features** |
| --- | --- |
| Authoritarian Leadership | Authoritarian leadership styles allow a leader to impose expectations and define outcomes. A one-person show can turn out to be successful in situations when a leader is the most knowledgeable in the team |
| Participative Leadership | Participative leadership styles are rooted in democratic theory. The essence is to involve team members in the decision making process. Team members thus feel included, engaged and motivated to contribute. |
| Delegative Leadership | Delegative leadership style focuses on delegating initiative to team members. This can be a successful strategy if team members are competent, take responsibility and prefer engaging in individual work. |

## **References**

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| **Please include your references below:***(Please refer to this* [*referencing guide*](https://drive.google.com/file/d/10wgzUYd0am5IKqWOBdTw6DScjh19FfSm/view?usp=sharing) *if needed or speak to your trainer for any specific referencing requirements for this assessment)* |