

BSBLDR403 LEAD TEAM EFFECTIVENESS

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances. Answers will be documented and FT003 (Oral examination declaration form) must be completed.
- Participants must provide enough detail in their responses to demonstrate their knowledge and skills.
- Please fill in the details below, providing your name, signature and date of assessment.
 - Your signature acknowledges that this is your own work.
- If a participant initially answers a question incorrectly but modifies their response, they must follow the instructions below:
 - If a participant changes their response in writing, they must put their initials next to the written change.
 - If a participant changes their response verbally, this must be noted on the exam paper by the assessor.

Participant name Anne Beel

Participant signature



Assessor name _____

Assessor signature _____

Date 8/04/2019

Number of questions	Number of questions answered correctly	Satisfactory?	
		Yes	No
23		☐	☐

- Q1. Identify a team that may exist in the workplace. Consider the purpose of the team, its goals and objectives. Name and describe the roles and responsibilities for at least three (3) team members. Finally, identify at least one (1) method that will assist with monitoring progress towards the team goals.**

Answer ☐

Point	Detail		
Team purpose	Smooth Operation of Main Office		
Goals and objectives	To keep the business running efficiently and effectively To keep evolving through training		
Team members	Role	Description	Responsibilities
	1	Director/Owner (Planter)	To liaise and oversee the running of the business and implement better working strategies
	2	Accounts/General Office (Resource Investigator)	To ensure all bookkeeping responsibilities are taken care of i.e. invoicing, Debtors/Creditors etc. Also to collect information for specific projects.
	3	Estimator (Implementer)	Estimating/Tendering and general office duties. Will also get new projects up and running.
Progress monitoring	Team meetings once a week to check on progress and answer and queries etc		

- Q2. True or False (Tick your response): A team leader is more of a mentor than overseer who checks work.**

Answer

☒	True
☐	False



Q3. Match the leadership styles and definitions by writing the appropriate letter next to each number in the centre column.

Answer	Style	Answers	Definition	
1	Authoritarian	1 - B	A Leaders who let the team function without much interference	☐
2	Democratic	2 - C	B Leaders who fully control their team	
3	Laissiz-Faire	3 - A	C Leaders who try to include everyone in the decision-making process	

Q4. Why is it important for team leaders to include team members in the planning process?

Answer	So they can gain satisfaction from team accomplishments.	☐
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Q5. For each of the listed activities in the table below, identify two (2) methods that team leaders can use to involve team members.

Answer	Activity	Method/s to involve team members	
	Goal setting	Goals should be agreed upon by all team members to achieve commitment to working on a project together. You can do this by having brainstorming sessions and team meetings.	☐
	Decision making	Again you can have meetings to discuss the decisions you have come to or you can email all members to get their feedback.	
	Work allocation	Encourage team members to be involved in all aspects of the project i.e. assisting each other in their roles. This will help them understand each other's role.	

Q6. True or False (Tick your response): Diverse teams produce more creative results than teams in which members are from a similar background.

Answer	☒	True	☐
	☐	False	

Q7. Provide two (2) examples of how the knowledge, skills and background of team members can enhance team practices.

Answer ☐ They can make practices more efficient and get the most out of team members.
They can also bring new innovative ideas to the team.

Q8. Provide two (2) reasons that responsibilities must be carefully delegated within the work team.

Answer ☐ This is to avoid resentment between group members.
To be careful not to force relationships that may cause conflict.

Q9. Describe what innovation brings to the workplace. Provide one (1) example of innovative practice.

Answer ☐ It gives you application of better solutions to meet requirements in the work place.

Q10. Explain how encouraging team members to assist each other in undertaking their roles and responsibilities can improve productivity.

Answer ☐ It helps team members to better understand each other tasks and team goals. Makes the work more meaningful and improves morale, self-esteem and outcomes. They will also take more responsibility for individual work.

Q11. Which of the following are likely outcomes from involving team members in all aspects of a job? Tick all that apply.

Answer	Choice	Possible Answers	☐
	☐	Causes members to resent the team	
	☒	Makes the work more meaningful	
	☒	Improves self-esteem of team members	
	☒	Improves team morale	
	☒	Team members take more responsibility for their individual work	

Q12. Explain how providing feedback to team members can encourage and motivate team members – building trust and positive working relationships.

Answer	A valued team will be inspired to keep working towards goals and remain focused, energetic and cohesive in its actions.	☐
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Q13. Identify one (1) issue, concern or problem that may be identified by team members. Describe the signs that you would recognise to identify the issue and how the matter could be resolved by internal team negotiation.

Answer	Question	Response	☐
	Signs	Deadlines not being met.	
	Solution via negotiation	Set goals, monitor progress, provide encouragement, promoting creativity and innovating approaches to problem solving.	

Q14. Identify one (1) issue, concern or problem that would need to be resolved by an external party. Describe the signs that you would recognise to identify the issue and who the matter should be referred to.

Answer

Question	Response
Signs	Under Performance, goals not being met
Referred to	Management

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Q15. Identify three (3) ways that the team leader can serve as a role model to, and motivate, the team.

Answer

Encourage team member involvement
Provide feedback
Modelling expected behaviours

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Q16. For each of the following areas, provide one (1) example of how the team leader's contributions to the work team can enhance the organisation's image:

- Internally, within the work team and the organisation
- Externally, with clients/customers

Answer

Question	Response
Within the work team and organisation	Keep open communication with management e.g. meetings/regular reports
With clients and customers	They should enhance the organisations image with clients/customers.

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Q17. Provide three (3) communication methods that a team leader may encourage the team to use and situations that each communication method would be suitable for.

Answer

Method	Suitability
Actively Listen	Group discussions, asking questions of those listening to ensure the task is understood.
Spoken Communication	Group discussions, one on one. Should always be clear, concise, complete and courteous
Email	Can involve all team members or if specific to one person only especially if the information is sensitive

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Q18. Identify two (2) ways that the team leader can maintain open communication with management.

Answer

Meetings
Email

☐

Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer

Additional training may be required to complete a task.
May need assistance to resolve a problem.

☐

Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer

They could organise a meeting with management to follow up or an email to track the progress.

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Q21. Identify two (2) issues, concerns and problems related to the team that may be raised by management back to the team.

Answer

1 Under Performance

2 Disrespect

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Q22. For the matters raised in Q21. , identify how the team leader could ensure follow-up action is taken.

Answer

1 By reviewing and amending work plans, closer management to ensure deadlines are met.

2 Counselling offered or one on one discussions and efforts to build team spirit, trust and cooperation.

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Q23. Describe one (1) situation where the team leader may have to negotiate with management on behalf of the team.

Answer

They may have to negotiate with management if the team requires additional training to complete the job.

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