

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 GENEVIEVE INCLAN

Participant signature



Assessor name

Assessor signature

Date 7/09/2019

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

ASSESSOR COMMENTS

- 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	Provide an accurate estimate of the projects in a timely manner. Ensure a construction project is profitable.		
Goals and objectives	Provide a construction products and services to a broad customer base. To grow the business and delivers high quality construction projects in a safe, professional and timely manner.		
Team members	Role	Description	Responsibilities
	1	Operation Manager	Managing the operations process in the office and on-site, planning, control, performance improvement and operations strategy.
	2	Senior Estimator	Prepare budgets, cost estimate & final bid scope for all construction projects. Perform supervisory role, report all project cost to top management, resolve all cost estimation issues.
	3	Junior Estimator	Estimate labour, materials and time requirements to compute overall cost of the project. Assist senior estimator with direct cost reports.
Progress monitoring	Constant Communication. Get Feedback from clients. Use a self-monitoring tools, like a database or spreadsheet. I		

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- 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	It will make the work more meaningful and improves morale, self-esteem and outcomes Team members better understand each other's tasks and the team's goals Team members take more responsibility for their individual work in the team effort	☐
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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	• Consultation • Modelling expected behaviours	☐
	Decision making	• Encourage team members to communicate • Encourage team members to show team skills	
	Work allocation	• Ensure the goal is specific enough • Make sure team's workload is divided fairly	

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

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

Answer 1. In a team of Estimators / QS, team members can suggest new techniques or strategies to speed up how they do their take-offs or measures.
2. On-site, they can give new perspectives to generate a range of alternative solutions to a particular problem or issues that they will encounter.

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

Answer 1. To avoid resentment between group members
2. To get the most out of team members

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

Answer Innovation can improve team members relations. An example, in a Contract Management team on-site, other team members can introduce new format of spreadsheets for doing progress payment reports or different way or new programs to use.

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

Answer When you encourage team member to assist each other in undertaking their roles and responsibilities, the team will be successful in reaching its goal. They will collaborate and communicate freely and it will bring new ideas as creativity will thrive.

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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

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

Answer

We provide feedback to give information or praise someone on a job that he / she has done well. When we praise our team members, it will motivate them to improve more on their performance. It can also increase their confidence and it will encourage them to continue the same level of performance that they're showing.

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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	Poor Communication – Some team member could be silent during meetings, or they could just agree or nod on something but not truly agreeing.
Solution via negotiation	Encourage team members to talk on the issues or problems that they're having. We have to address this issue as soon as possible and don't just ignore it. We can also talk to that member one on one and listen to her / him carefully.

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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	Conflicts regarding cultural differences – team member can have different opinions, beliefs, norms, values, customs etc.	
	Referred to	HR Representative or External Mediator with Knowledge with Different Cultures	

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

Answer	* Show respect and concern for others. * Set clear goals. Communicate and interact with everyone. * Show confidence and good leadership.	☐
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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	It can help achieve the team goals; example is the sales on your company can grow more. The tasks can be accomplished in the timely matter and the group cohesion and morale can be enhanced.	
	With clients and customers	It can increase new customers. It can also gain trust from clients	

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	☐
	Meetings	In a scheduled meeting and / or informal between team member can contribute to a better understanding of tasks, responsibilities and roles.	
	Emails	If a team is geographically dispersed, this electronic communication system can aid understanding and contribution by all team members.	
	Brainstorming Sessions	This is a group effort to provide possible perspectives or more creative idea and requires commitment, contribution and cooperation by all team members.	

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

Answer	1. Open door policy 2. Issue a regular update memo	☐
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Q19. Identify two (2) issues, concerns and problems that may be raised by the team to management.

Answer	1. Discrimination 2. Health and Safety	☐
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Q20. For the matters raised in Q19. , identify how the team leader could ensure follow-up action is taken.

Answer	With the health and safety concerns, the team leader should ensure that this has been raised to the upper management and provide suggestions to tackle the issues. To ensure follow-up action is taken, they should issue a regular update memo. With the discrimination in workplace, this should be tackled quickly. A formal complaint can be issued if informal approach doesn't work.	☐
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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.Poor performance
2.Lack of creativity

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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. Poor Performance – Encourage team members to participate in a group discussion or meetings. The team leader could provide feedback and praise team member for good performance.
2.Lack of Creativity – The team leader should conduct a brainstorming session for them to gather more creative ideas. They could also have a special training or attend a seminar.

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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

Working condition, eg. Safe and healthy environment of office.

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