

BSBLDR403 LEAD TEAM EFFECTIVENESS

THEORY EXAM INSTRUCTIONS

- This exam will occur under standard assessment conditions.
 - An oral examination may be allowed under certain circumstances, whereby the Participant's answers will be documented by a party other than the Participant. This must be acknowledged in writing (e.g. in the Assessor Comments)
- 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.
- Assessors are to complete marking in pen of a different colour to the Participant.
- 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 _____

Participant signature _____

Date _____

Assessor name _____

Assessor signature _____

Date _____

Number of questions	Number of questions answered correctly	Task outcome (Tick)	
		Satisfactory	Not Yet Satisfactory
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	Assessor's discretion		
Goals and objectives	Assessor's discretion		
Team members	Role	Description	Responsibilities
	1	Assessor's discretion	Assessor's discretion
	2	Assessor's discretion	Assessor's discretion
	3	Assessor's discretion	Assessor's discretion
Progress monitoring	Assessor's discretion		

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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 Assessor's discretion. For example: Team members will take ownership of the established goals. The collaboration can encourage innovative and productivity.

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	Assessor's discretion	
	Decision making	Assessor's discretion	
	Work allocation	Assessor's discretion	

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 ☐ Assessor's discretion. May include: Sharing information about how best to deal with clients (e.g. language, perspective), innovative problem solving skills (i.e. due to different values, experiences).

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

Answer ☐ Assessor's discretion. For example: Work must be fairly delegated to avoid resentment between the group members; Work should be allocated according to the skills and abilities of team members to ensure effectiveness.

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

Answer ☐ Should resemble: The application of better solutions to meet requirements.
Example: Assessor's discretion.

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

Answer ☐ Assessor's discretion. For example: Team members can see how all parts of the process work. This may encourage innovative ideas to help streamline the process. Further, having team members multi-skill means there is no down-time if one team member is absent.

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

Encouraging the team and rewarding both team and individual efforts shows that the team and its members are valued. A valued team will be inspired to keep working towards its goals – as well as remain focussed, 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	Assessor's discretion
Solution via negotiation	Assessor's discretion

☐

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	Assessor's discretion	
	Referred to	Assessor's discretion	

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

Answer	<u>Effective communication</u>	☐
	<u>Recognising needs of team members</u>	
	<u>Setting goals and motivating the team</u>	

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	Assessor's discretion For example: As a mentor, the team leader is viewed as a representative of the organisation. So, by demonstrating best practice the team leader may raise the view of the organisation's image within the work team and the wider organisation	
	With clients and customers	Assessor's discretion For example: Matters may be referred to a team leader, particularly if clients or customers have to escalate an issue. By modelling expected behaviours and approaches, this would enhance the client/customer's view of the organisation.	

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	☐
	For example: Meetings, interviews, brainstorming sessions, email	Assessor's discretion. For example: Meetings: Messages need to be shared whole team; Interviews: Gathering one-on-one feedback; Email: Where further time is required for a response	
	Assessor's discretion	Assessor's discretion	
	Assessor's discretion	Assessor's discretion	

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

Answer Assessor's discretion. For example: Having regular meetings with management; Forwarding on reports to management ☐

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

Answer Assessor's discretion. For example: Cannot meet expected timeframes; ☐
Personality conflict within the team

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

Answer Assessor's discretion. ☐

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

Answer Assessor's discretion. For example: Underperformance, External ☐
complaints about the team.

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

Answer Assessor's discretion. ☐

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

Answer Assessor's discretion. For example: Changing deadlines ☐