

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.

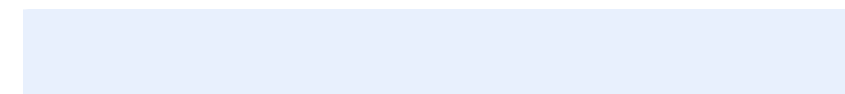
Participant name Chloe McGregor

Participant signature



Assessor name _____

Assessor signature



Date 31/12/2018

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	Project Team have an important role in the work force. The team leaders are able to liaise with upcoming projects, issues that may be presented and goals/milestone that the team would like to be achieved. All team members are able to express their concerns and any other relevant information.		
Goals and objectives	Projects teams have important goals and objectives in creating a successful workplace. For example, the supervisor would be able to inform team members about the jobs that are currently under going construction stage. Whilst, the contracts administrator would be able to inform the team of the upcoming jobs and milestone the team is aiming to achieve.		
Team members	Role	Description	Responsibilities
	1	Supervisor	- Informing their co-workers updates of the homes stages of construction. - Letting team know when claims can be sent.
	2	Contract Admin	- Updating team members of clients and how their prelim items are travelling. - Update of slab/ frame predictions.
	3	Owner	- Listen to team members and help with any questions the team might have.
Progress monitoring	Team leader should follow up with meetings, interviews, brainstorming sessions and emails.		

☐

- 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		A	Leaders who let the team function without much interference	
	2	Democratic		B	Leaders who fully control their team	
	3	Laissiz-Faire		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's very important for team members to be involved and encouraged in all aspects of a job, by either being multi-skilled or helping their co-workers in their roles. Team members are then able to understand the importance of their team members roles, have a more efficient outcomes and take more responsibility for their individual work in a group effort.	☐
---------------	---	--------------------------

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	All team members should understand and agree upon their agreed goals both individually and as a team.	
	Decision making	For improvement on productivity, a manager shouldn't be consulted each time a decision is to be made.	
	Work allocation	All team members should be actively involved and gain satisfaction from their team accomplishments.	

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

--

☐

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

Answer

Responsibilities must be delegated in a particular way to achieve the best outcome. Team leader need to consider to factors, group dynamics and the skills / experience each member can bring to the team.
--

☐

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

Answer

Innovation brings the application of better solutions to meet the requirements.

☐

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

Answer

With assiting team member in their roles, the team feels more productive as they take more responsibility for both their individual effort in team 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

Providing feedback to team members is an important aspect in any occupation, whether the feedback be positive or constructive. Feedback is a great way of encouraging team members to feel encouraged, valued and also to be rewarded for individual and team efforts. A valued team will excel to keep working towards the goal and remain energetic, focussed and cohesive while doing so.

☐

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	One issue that could arise in the work place could be a team member disrespecting colleagues. The signs can be recognised in many ways, including a team member informing someone of the incident.
Solution via negotiation	The matter should be reported immediately, counselling either internally or externally would be offered.

☐

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	A problem that could arise within the team and cause issues if not attended to immdenilely would be disrespect within the team.
Referred to	Team leaders may be able to resolve this issues themselves or might be required to bring in another party. Counselling could be offered ethier internally and externally depending on the situations.

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

Answer ☐

Effective team leaders should model expected behaviours by using a list of approaches. Effective communication can be implemented by providing regular feedback to team members. Recognising the needs of your team members is important in identifying professional development needs of team members. Setting goals and motivating the team can be achived by setting clear and achievable goals.

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	Team leaders are someone their team should look up to as a mentor, advidsor and see themselves as a team member. By the team leaders ensuring their own contribution to the work team serves as a role model for the other co-workers.
With clients and customers	Team leaders should enhance the image of the business through the team work, the organisation and with customers/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
Communicate	To always actively listen and ask questions of those listening to ensure they understood.
Show team skills	That opinions of all team members are valued.
Recognising and addressing issue	Listen with empathy and without judging.

☐

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

Answer

Two ways that the team leaders can maintain open communication with management is by having regular meetings with management and delivery regular reports.

☐

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

Answer

Two issues that could be raised by the team to management could involve the team members wanting to expand their work knowledge which would result in more training.

☐

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

Answer

The team leader would need to follow up with management in regards to when the team members would be receiving their additional training as requested. Team leaders should be productive when possible and offer guidance on the type of training needed.

☐

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

Answer

Issues that could be raised from management towards team members could be underperformance.

☐

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

Answer

The team leader could negotiate with management that the standards are too high.

☐

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

Answer

A team leader would have to negotiate with management regarding if the team member still hadn't received additional training.

☐