

- 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

☐

- 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	
Solution via negotiation	

☐

- 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	
Referred to	Team leader / the representative.

☐

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

Answer

Encourage team members to participate in & take responsibility for team activities.
 * Support the team to identify & resolve problems
 * Communicate - Actively listen, ask questions of those listening to you.

☐

- 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	
With clients and customers	

☐

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

☐

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

Answer

① Having meetings with management, delivering reports,
② letting management know information from the team, good & bad and also vice versa.

☐

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

Answer

☐

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

Answer

☐