242816 FORMATIVE ASSESSMENT WORKBOOK

Formative Assessment 1

You are the secretary to the Chief Editor of Writers Publications Ltd. The head office is situated at 123 ABC Avenue, Wordsville. You are required to prepare the necessary documents and take minutes at the Annual General Meeting, which will be held at 14.00 on 14 November 20…

1. Draft the notice of the meeting
2. What is the purpose of an agenda?
3. Draft the agenda. For the purpose of this exercise, refer to number 7 below in order to devise a suitable list of agenda items.
4. Prepare an attendance register
5. Why and to whom will you send copies of the notice of meeting and the agenda?
6. Explain the purpose of minutes
7. Prepare the minutes. The following are the notes you took at the meeting.
8. Prepare a distribution list
9. Prepare an attendance register
10. Draw up a check list for the next meeting. Ensure that you include all the physical requirements as well as all the paperwork in you checklist indicate which duties you will perform and which duties your secretary will perform. Add a Due By date and leave space to tick off completed items. Below is an example of a checklist, but you can draw up your own:

|  |  |  |  |
| --- | --- | --- | --- |
| **Action** | **Whose Responsibility** | **Due by** | **Completed** |
|  |  |  |  |

AGM 14 November 20…

Present: A Book (Chairman), B Page (Chief Editor), M Publish (Assistant Editor), C Words (Financial Editor), L Proof (Publications Editor), S Read (Human Relations Director), Y Letter (Secretary)

Apologies: W Press (in hospital)

Absent: None

Items

1. New premises: contractors appointed, construction to start early January, estimated time of completion end March; interior decorators not yet appointed, Financial Editor to select contractor and appoint before 1 March. Occupation to take place at end of March. Secretary to coordinate same with Office Removals Company. During second week of March, she must advise all staff to prepare to move.
2. Financial: Financial Editor presented Publications Budget, approved by all.
3. .Proposed Publications: Publications Editor submitted list of five major works and twenty lesser titles for publication. Meeting felt there were too many lesser titles, should be no more than ten. List was discussed – five titles removed for possible publication the following year. Chairman suggested fifteen would be manageable. All agreed.
4. Staff Appointments: Human Relations Director advised that staff in certain departments are overworked, additional staff to be recruited. General discussion followed. Number of new appointments to include: HR – two, Publishing Dept. – four, Admin – three, Maintenance – two, Finance – two, total -10. Secretary to investigate suitable employment agencies – liaise with HR Director – set up interviews for first week of December – new staff start work on 3 January. All agreed.
5. Date of next meeting: second week of November 20…; final date to be confirmed by end September.
6. Any other business: Chief Editor requested company should close for annual leave on 20 December, not 15th, due to unexpected high volume of work to be completed. Perhaps new work year could start two days later. General discussion followed. M Publish proposed annual closure on 19 December, restart 12 January, seconded – HR Director

Formative Assessment 2

Hold a thirty-minute meeting on the subject of managing meetings. Participants must prepare in advance and contribute constructively to the meeting. Some members of the group must observe the meeting and judge each person on their contribution.

* Select a chairman
* Select a secretary
* Draw up an agenda and circulate among the members
* Conduct the meeting. Al the members must take minutes

Once the meeting is over, participants will be asked to evaluate its success according to the following questions:

* Was the meeting really necessary?
* Did everyone contribute to the meeting?
* Were decisions made?
* Was the procedure for making decisions followed?
* Did the meeting start on time?
* Did the meeting finish on time?
* What were the objectives of the meeting?
* Could individuals have been better prepared?
* What destructive forces were present during the meeting?
* Is everyone clear about the follow-up actions?
* Was an agenda circulated beforehand?
* Were the items on the agenda followed?
* Was an attendance register prepared?

In groups, compare the minutes of the meeting as written down by each member.

Formative Assessment 3

* During the previous Formative Assessment you held a meeting and I am sure there was some form of conflict.
* Define the conflict that took place, who were involved, how was the conflict resolved?
* What would you have done differently to resolve the conflict?

Formative Assessment 4

* Refer back to the conflict that was discussed during the previous formative assessment. In a group, discuss the conflict again. Follow the steps to resolve conflict as detailed in the module about teamwork and note your conclusions with each step.
* Did the process as detailed help you to find a better solution to the conflict? Write at least two paragraphs about the process and how it helped you to see the other person’s point of view and come to a solution that suited everyone.

Formative Assessment 5

* In a group, discuss the minutes taken by each member of the meeting. How similar are the minutes? How many differences were there?
* Then, in a group, redraft the minutes so that everyone agrees with the content. Ensure that you have a copy of the minutes for your own records.
* Draw up an action list of who has to do what.

Final Formative Assessment

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| **Specific Outcome 1: Prepare for a meeting :****Physical arrangements required for a meeting are listed and an indication is given of who is responsible for making the necessary arrangements**  |
| List four physical arrangements that are required for a meeting | 4 |
| Who will usually make these arrangements? | 1 |
|  |
| Why should you check that the physical arrangements are in order? | 1 |
|  |
| List the documents that have to be prepared for a meeting | 3 |
|  |
| What is the purpose of an agenda? | 1 |
|  |
| * What is the purpose of minutes of a meeting?
 | 1 |
|  |
| List three duties that a chairman has to perform | 3 |
| **Specific Outcome 2: Conduct a meeting*** **A meeting of a selected group is convened and conducted according to a pre-planned agenda**
* **Committee procedures are followed based on the standing procedures of an organisation or agreed guidelines**
* **Opportunities are created to allow maximum participation by people attending the meeting Discussions are summarised to facilitate recording and to clarify proposed action**
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| During one of the formative assessments you were requested to conduct a meeting. Who was elected chairman? | 1 |
| Who was selected secretary? | 1 |
| Did the meeting start on time? | 1 |
| Did the meeting finish on time? | 1 |
| How many members contributed to the meeting? | 1 |
| How many members did not contribute? | 1 |
| Attach a copy of the agenda. | 1 |
| Were the items on the agenda followed in the order they appeared? Motivate your answer. | 2 |
| **Specific Outcome 3**: **Demonstrate strategies to deal with conflict in a meeting*** **Situations that could be a potential source of conflict are identified and possible strategies to diffuse conflict are suggested with reference to attitude of member, topic, positions adopted by people, language and tone**
* **Strategies for resolving conflict at a meeting are demonstrated in role play for three different scenarios.**
 |  |
| During Formative Assessment 5 the group once again discussed the conflict that arose from the meeting in Formative Assessment 3. You were requested to follow the steps as outlined in the learner guide to resolve the conflict and make notes about the conclusions at each step. Attach your notes. | 7 |
| You were also requested to write at least two paragraphs about the process and how it helped you to see the other person’s point of view and come to a solution that suited everyone. Attach your written piece. | 3 |
| **Specific Outcome 4: Follow up on a meeting*** **Minutes are checked for accuracy prior to distribution**
* **The meeting is reviewed and suggestions for improvement are made to enhance the effectiveness of future meetings**
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| Why should minutes be checked for accuracy and completeness? | 2 |
|  |
| Why should an action list be drawn up? | 2 |
| **TOTAL** | **(37)** |