

**MOTIVATE A TEAM**

**WORKPLACE LOGBOOK**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**U/S 13947**



|  |  |
| --- | --- |
| **LEARNER NAME AND SURNAME:** |  |
| **LEARNER ID NUMBER:** |  |
| **EMPLOYER CONTACT NAME:** |  |
| **EMPLOYER CONTACT NUMBER:** |  |
| **DATE OF SUBMISSION TO ASSESSOR:** |  |
| **ASSESSOR EVALUATION OUTCOME (RM/RNYM)** |  |



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**WORKPLACE ACTIVITIES GUIDELINES**

This WORKPLACE LOGBOOK contains activities that the learner needs to **do in your own workplace**.

The activities require the learner to **insert or create evidence** that will show that they completed the activity in their own workplace.

The learner needs to do **ALL** the Workplace Activities successfully to be deemed competent for the unit standard.

Learners may request assistance from the Workplace Supervisor/Manager/Coach

The Workplace Coach/Manager/Supervisor **must sign off the activities** in the WORKPLACE LOGSHEET as satisfactory when the learner is done with them. It should be signed off on a daily/weekly basis.

The **Assessor** will sign acknowledgement of receipt of this Workplace Logbook. A Desktop evaluation will be done of the evidence by the Assessor

The learner will not be allowed to proceed to the SUMMATIVE ASSESSMENT unless ALL the WORKPLACE ACTIVITIES meet the necessary requirements.

**WORKPLACE RESOURCES NEEDED:**

* Access to various teams and their supervisors in own store
* Workplace Performance review templates
* Office or meeting room
* Paper and stationery
* Workplace register Template
* Possible resources that may be needed for the execution of the specific selected activities

**NOTE TO THE LEARNER:**

**For the purpose of the completion of the Workplace Activities in this Logbook you will need to select a team to apply the guidelines of the activities to.**

1. Select a team in your workplace
2. Let the team sign the Role Players Details Table provided hereunder to agree to be observed

**NOTE TO THE WORKPLACE COACH:**

The Learner will request assistance where needed for this activity. The learner is expected to select a team in the store and then observe the team in action to determine their levels of motivation and characteristics.

The Workplace Coach must read through the learners responses to the required questions in the Activity and evaluate the relevance of the answers according to the given mark allocation.

The Workplace Coach must sign off the checklist in this Workplace Logbook.

You will be scored and then evaluated as:

* Requirements met (RM) – 80%
* Requirements Not Yet Met (RNYM) – less than 80%

The learner cannot receive less than 80% for the answers to meet the requirements.

If so, the workplace coach must arrange a meeting with the learner to discuss the responses and agree to a suitable response.

**ROLE PLAYERS DETAILS AND SIGNATURES:**

|  |  |  |
| --- | --- | --- |
|  | Name and Surname | Signature |
| Team Member 1: |  |  |
| Team Member 2: |  |  |
| Team Member 3: |  |  |
| Team Member 4: |  |  |
| Team Member 5: |  |  |
| Supervisor/Coach: |  |  |
| Learner: |  |  |

# WORKPLACE ACTIVITY 1 (SO 2 AC1-3) & (SO4 AC3 & 4)

**ACTIVITY GUIDELINES: (Total Mark: 25)**

**Complete this Activity on separate paper and insert it hereafter**

Observe the selected team over a period of a month and at different times over this period. Answer the following questions:

1.1 From the team, select the most motivated member/worker (1)

1.2 List the reasons why you have selected this person (6)

1.3 Explain what difference this person makes to the operations of the team (2)

1.4 Observe and list how this person also motivates the rest of his/her team members (2)

1.5 What would you say are the overall results of a motivated team? (2)

1.6 Refer to the two theories that you have selected for your Learner Workbook Activity 4.

Decide which one of the theories applies the best to the team that you have selected for this activity.

Write a clear explanation on how the theory applied in this particular team.

Refer to your Learner Guide and your own notes on the theories that you have researched

to arrive at this answer. (12)

Include in your response:

What drives or motivates this team?

How does the theory apply to the team members?

How does the team leader apply the components of the theory? Do you feel that this is the correct theory for the particular team?

State a reason for saying yes or no in the above question

1.7 Focus on the team leader of this team: **(SO3 AC3&4)** **& (SO5 AC2)**

1.7.1 What approach does the team leader have towards measuring and managing the team members’ levels of performance? (It does not have to refer to the formal performance appraisals)

1.7.2 Suggest ways in which the team leader could improve on the way that the team’s performance is managed

1.8 Request that the team leader or team members supply to you any communication that was circulated amongst the team that pertains to instructions on how to conduct a task or project/workplace activity.

1.8.1 Analyse the tasks that were allocated to the team in terms of:

Clarity, format and specific guidelines

1.8.2 State what the team leader is doing correctly and make suggestions as to how the team leader could improve on the way that tasks are being distributed to the team members

1.8.3 Make suggestions on how the team members can be given responsibility for their tasks and achievements against the tasks.

**WORKPLACE ACTIVITY 2**

**ACTION PLAN TO ENHANCE MOTIVATION LEVELS OF THE TEAM**

# (SO2 AC3) & (SO3 AC4) & (SO4 AC1) & (SO5 AC2)

Keeping in mind the theory that you have selected for the team in Workplace Activity 1, develop an action plan (how?) with timelines (by when/frequency?) to improve the motivation levels of the selected team.

Include the following indicators in the plan:

1. Sharing of information
2. Giving recognition – improved methods
3. Listening Skills
4. Involving the team in decision-making

The above headings will be the sections in your action plan as per sample below.

You need to be clear on how you are going to improve these areas in order to ensure that your action plan to enhance the motivation levels of the selected team succeeds.

Use the following table template as a framework and as an addition to your plan for the sections as mentioned above

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Improved method to be implemented | Role Players involved  in the execution of the  method | Timeline  /Frequency of  Implementation | Resources needed |
| Sharing  Information |  |  |  |  |
| Giving  Recognition |  |  |  |  |
| Listening and Communication  skills |  |  |  |  |
| Decision-Making processes |  |  |  |  |

**NOTE:** You will be required to implement this Action Plan to the team as a Summative Assessment Activity as outlined in your Assessment Guide.

NOTE: Some ideas for the sections in the plan

*Weekly information sessions*

*Monthly staff newsletter*

*Weekly management meetings*

*Monthly open staff meetings*

*Information sharing sessions*

*Reward good behaviour*

*Observe workers doing something right – compliment them Employee of the month, STARS certificates etc.*

*Feedback sessions every Friday morning*

*Staff to provide management with feedback*

*Management to provide staff with customer feedback*

*Start with process improvement teams where they have to identify problems and find solutions for these problems. They will meet every second week for 1 hour. All members are equal in these meetings. In this way they get involved in decision-making*



# WORKPLACE ACTIVITY 3 (SO4 AC2)

Refer to the Workplace Logbook, **IMPLEMENT** the Feedback Instrument that you designed in **Learner Workbook Activity 5** to retrieve and supply feedback that you have designed to the selected team for this Workplace Logbook’s Activities

Implementation: (10)

* Distribute a copy of your feedback instrument to the team members in the selected team
* let each team member complete the evaluation tool/instrument as evidence that it was conducted

**Evidence requirement**: Insert the completed instruments into your Learner Workbook

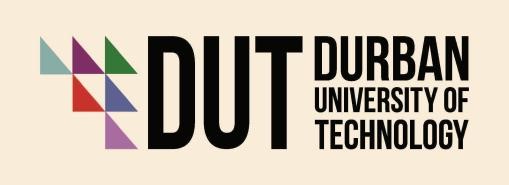
**|** W o r k p l a c e L o g b o o k : 1 3 9 4 7

# WORKPLACE LOGBOOK FOR 13947: MOTIVATE A TEAM

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **WORKPLACE TASK NUMBER** | **WORKPLACE**  **Activity and/or**  **TASK COMPLETED**  **Yes No** | | **DATE OF**  **COMPLETION** | **APPROXIMATE TIME**  **SPENT IN WORKPLACE IN**  **AREA OF OUTCOME** | **Evidence inserted** |  | **LEARNER**  **SIGNATURE** |
| **EXAMPLE:** |  |  | **12/07/2014** | **2,35** (indicating 2 hrs.  and 35 min) |  |  | **Joe Soap** |
| **Workplace Activity 1:** Observe the selected team over a period of a month and at different times over this period. Answer the following questions |  |  |  |  | Answered questions and documented suggestions as requested 1.1 – 1.8 |  |  |
| **Workplace Activity 2:** Design an Action Plan to enhance the motivational levels of a team |  |  |  |  | Documented Action Plan in suggested format |  |  |
| **Workplace Activity 3:** Refer to the  Workplace Logbook, **IMPLEMENT** the Feedback Instrument that you designed in **Learner Workbook Activity 5** |  |  |  |  | Completed instruments by the selected team’s members |  |  |
| **WORKPLACE COACH/DEPARTMENT MANAGER**  **OR SUPERVISOR NAME AND SURNAME** |  | |  | **WORKPLACE**  **COACH/DEPARTMENT**  **MANAGER OR**  **SUPERVISOR SIGNATURE** |  |  |  |
| **DATE OF SIGNING OFF:** |  | |  |  |  |  |  |
| **ASSESSOR NAME AND SURNAME:** |  | |  | **ASSESSOR SIGNATURE:** |  |  |  |

**11 |** W o r k p l a c e L o g b o o k : 1 3 9 4 7

# *PARTICIPANTS*



**12 |** W o r k p l a c e L o g b o o k : 1 3 9 4 7