**10349 & 10353 Knowledge Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| **Name:** |  |
| **ID Number:** |  |
| **Workplace:** |  |
| **Region:** |  |
| **Date:** |  |
| **Signature (to verify this is my own work)** |  |

# Marking Grid: (For Office Use ONLY)

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| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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# Activity 1: Diverse Working Environment Knowledge Questions

Complete the following knowledge questions:

1.1 Diversity is about \_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_ differences.

1. Seeing and believing
2. Denying and ignoring
3. Recognizing and accepting

1.2 What is the best term to use to refer to old people?

1. Seniors
2. Geezers
3. Bosses
4. Any of the above

* 1. True or False: You have one employee of a particular race in your department. Promoting them, even though they aren’t qualified, is a great way to encourage diversity.

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* 1. True or False: Acceptance means adopting the behaviours or rituals of a culture as your own.

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* 1. True or False: Stereotypes are sometimes true.

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* 1. Explain, with an example, how you could interact with your team mates and customers without prejudice.

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# Activity 2: Team Work Knowledge Questions

2.1 List three characteristics of being an effective team member.

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2.2 Why does communication have to be clear and concise when dealing with customers and your fellow team mates.

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2.3 By way of a diagram, draw a summary of the 9 C’s of effective teambuilding.

2.4 Why is it important to report and use reports to analyse and monitor team progress?

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2.5 Describe the Collaborative style to resolving conflict. Use an example to explain your answer.

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