### 120379 Formative Assessments

### Formative assessment SO1 AC1,3

### Individual activity

If you were the team leader, what would you do to increase the effectiveness of the team?

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Pick a team leader for your class. Discuss techniques that can be used to establish and maintain positive group dynamics from the leader’s side as well as the member’s side.

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### Formative Assessment SO1 AC3; SO2, AC5

### Conflict

Discuss the conflicts that have occurred in your groups (or work teams) so far this year.

* What was the cause of the conflict?
* How was it resolved?

Discuss conflict in teams at work with your facilitator or a friend or family member who is employed. Pay specific attention to:

* Causes of conflict
* The resolving of the conflict

### Formative assessment: SO3 AC2

### Stakeholder Analysis

* Identify all internal and external stakeholders of a project that you are working on, or the stakeholders of the college / your organisation
* Prioritise stakeholders.
* Identify their positive and negative needs and interests.
* Devise a participation tactic which will lead to constructive involvement.

The format of the table below may assist you in this Formative Assessment.

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| **Stakeholders** | | **Needs/interests of stakeholders** | | **Participation tactic** |
| **List of all stakeholders** | **Stakeholders**  **prioritised** | **Positive** | **Negative** |  |
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### Formative assessment SO4 AC1-4

### Individual activity differences

Identify the differences between the member of your team (or learning group) in respect of:

1. Personal differences:

* How are their points of view different to yours?
* How are their personalities different to yours?

1. Religious differences:

* How do their religious beliefs differ from yours?

1. Cultural differences:

* How do they dress?
* How do they greet each other?
* What cultural beliefs do they have that differ?

1. Why is it important to treat each other with respect? Think specifically about how you like to be treated, why it is important to you to be treated with respect and why you therefore should treat other people with respect. Give specific examples, such as how you like people to talk to you or how you like people to greet you, how you feel when someone makes a joke at your expense, etc.
2. What behaviours of team members are of concern to you? Explain how you would address the behaviour with the specific person.
3. What can you do to be more respectful and tolerant towards your team members?

### Formative Assessment SO4 AC1,2,4,5

### Individual activity diversity

Note the answers to the following:

* How can we build on our diversity to create a strong company?
* What can we do to learn from each other and about each other so that we rid ourselves of ignorance?
* What can we do to allow everyone to contribute to society?

### Formative assessment SO5 AC1

### Individual activity

How would you define conflict?

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### Formative assessment SO5 AC 2-3

### Individual activity

Why do we need to understand conflict and find effective ways of dealing with it?

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What are the negative outcomes of conflict?

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What are the positive outcomes of conflict?

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### Formative assessment SO1 AC1

### Individual activity causes of conflict

Can you think of any more examples?

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What is your style? Describe how you typically deal with conflict.

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### Formative assessment SO5 AC1-3

### Conflict

**Consider the following scenario:**

Mariette and her colleague Sam are working together on a very important project. The project is practically on schedule but Mariette suggests staying an hour after work to ensure that they meet the stipulated deadline to be ‘on the safe side’. Sam is horrified at her suggestion. He works a full day and sees no reason why he should sacrifice his personal time when the project is *practically* on schedule.

Identify the potential conflict in the scenario depicted above.

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What is Mariette’s work value regarding the project?

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What is Sam’s work value regarding the project?

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### Formative assessment SO5 AC1-3

Let us discuss what happens when reality reverses our beliefs leading to the possibility for conflict, even though the issue is not even job related.

* Have you ever managed someone who had more experience than you? Had a higher level of education? Was older than you? Were there any conflicts based on these value differences?
* Did someone who was less experienced ever manage you? Had less education? Was younger than you? Were there any conflicts based on these differences?
* Are you a woman who has managed men? What could the conflicts be based on the difference?

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### Formative assessment SO 5 AC1

### Conflict

Can you, as a group, think of any other differences that could occur in the workplace that could result in conflicts?

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## ***Formative assessment SO5 AC1-3***

**Case Study Managing conflict with bosses**

***Managing conflict with bosses***

Thabo Khumalo manages a department of twenty professional staff members. You have worked in this department for three years. Thabo has a reputation for being loud, rude, and obnoxious with all of his employees. In past conflicts, you have tried to put your point across, but to no avail. Your relationship has deteriorated because of these disagreements. You want to remedy the situation, but you are not the non-assertive type. A further problem is that Thabo enjoys giving orders without giving reasons.

What is Thabo’s probable behavioural style when in conflict?

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What is his probable method of handling conflict?

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What might he value in this situation?

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What would a low-risk approach be? What would the probable results be?

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What would a high-risk approach be? What might this result in?

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### SO5 AC3

### Individual activity

This activity applies to the project that you volunteered for.

* Identify and explain Criteria and behaviours conducive to working as a member of this team, giving examples
* Describe team interfaces and explain the roles of the following with examples: customer/client, sponsor, project manager, project management team, project team and other stakeholders
* Identify disruptive behaviours in the team and explain the consequences
* Explain the importance of consultation and joint decision-making with examples as they apply to this project team
* Identify Constructive, non-disruptive behaviours in your team and explain how this has a positive influence on the team. Pay specific attention to: showing sensitivity, grasping others perspectives, being attentive, showing interest, showing positive attitude, positive reinforcement.
* Identify Situations that are a cause of conflict in the group and make a plan to minimise their negative effect on the team and project objectives
* Explain the importance of building relations between team members and stakeholders
* Identify project stakeholders and their needs in terms of teamwork
* Document instances of building relations between team members and stakeholders and implement them according to procedures
* Explain the importance or honouring commitments to stakeholder with examples from the project
* Identify Methods and techniques for building team coherence and spirit, giving examples
* Provide feedback on an ongoing basis so that it leads to constructive and productive working relationships.
* Identify support systems available to the project team
* Explain what you do to support the team in their efforts.
* Attach the required documentation as well as a recommendation from your team leader about your contribution to the efforts of the team