## Unit Standard 119471

Formative assessment 1

Have a brainstorming session about ways to improve the behaviour of bus and taxi drivers. After the brainstorming, have a short discussion about the suggestions. Make notes about the ideas that are considered the best.

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Formative assessment 2

In a group, develop a lending sheet for the video list in handout 1

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Formative assessment 3

What can you do as team leader to improve the performance of your team? Note at least five things.

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What is the purpose of your work team?

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How does your supervisor usually handle conflict?

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Formative assessment 4

Select one organisation from the services industry that is also a small business, such as a hair dresser. In a group, discuss the following:

Select one educational organisation that is also a large organisation. In a group, discuss the following:

Communication channels in the organisation

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Communication resources such as telephone, fax, computers

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Technological resources used by the organisation, such as computers.

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What multilingual needs exist in the organisation

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Discuss your own organisation:

Communication channels in the organisation

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Communication resources such as telephone, fax, computers

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Technological resources used by the organisation, such as computers.

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What multilingual needs exist in the organisation

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List the similarities and differences between the organisations and how the differences impact on the occupational learning of the employees.

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