

RELATIONSHIP & TEAM PERFORMANCE

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PAPER

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TOPIC

Define, Elaborate on the meaning of business objectives

- A business objective explains in detail the steps they plan to take in order to achieve a specific goal.
- Types of business objectives: profit, productivity, service.
- A good business objective focuses on profit, productivity and service.
- Good business objectives are also aligned to the vision, mission and purpose of the business.

Outline/Explain/Discuss the benefits of teamwork.

- The members of the team learn from each other and grow.
- The team achieve more than the individual.
- Good teamwork helps business to achieve its objectives.
- Gives employees more control over their jobs.

Recommend/Suggest ways in which businesses can create an environment that enables teams to work effectively.

- Ensure the team clearly understands the business objectives.
- Set ground rules for the team.
- Establish team values and goals
- Consider each employee's ideas as valuable.
- Be clear and specific when communicating to prevent confusion.
- Encourage listening and brainstorming.

Elaborate on the meaning of interpersonal relationships in the workplace with specific reference to different hierarchies/management levels/the importance of everyone in achieving business objectives.

Peer relationships

- Peer relationships are the relationships between employees that are on the same level at the workplace.
- Employees are equal and the relationships are based on mutual respect.

Group relationships

- Group relationships are the relationships between members of a team or group.
- Healthy group relationships will ensure good results, whereas poor relationships between group members may result in conflict.

Authority relationships

- Authority relationships are relationships between a manager and a subordinate.
- This relationship is based on mutual respect.

External relationships

- External relationships in a workplace refer to the relationships with people outside of the company or business.
- These types of relationships are usually based on service delivery or outsourcing

Outline/Explain/Describe factors that can influence team relationships e.g. prejudice, discrimination, equity, diversity.

Prejudice

- Prejudice is a negative attitude towards an individual.
- This attitude is usually based on the differences between individuals who may belong to a particular social group.

Discrimination

- Discrimination is negative action toward an individual because of their belonging to a certain gender, race, religion or sexual orientation.

Diversity

- Diversity is the practice of including or involving people from a range of different social and ethnic backgrounds, and of different genders and sexual orientations.

Belief

- Belief is a conviction that we generally accept to be true without evidence or proof.
- Beliefs are related to culture and religion.
- Beliefs influence our thoughts and attitudes, and we must be aware of them.

Equity

- Equity in the workplace to respectful and dignified treatment of every person in the business.
- Equity encourages diversity in decision making/allows job satisfaction and employee engagement.

Recommend/Suggest ways in which businesses can address factors that influence team relationships.

- Being clear and specific when communicating to prevent confusion.
- Encouraging trust, respect, and cooperation among members of the team.
- Encouraging team members to share information and resources effectively.
- Delegating problem-solving tasks to the team.
- Establishing a method for arriving at a consensus to prevent conflict.

Identify/Name factors that can influence team relationships from given scenarios/case studies. Support your answer by quoting from given scenarios/case studies.

Outline/Explain/Describe/Discuss the criteria for successful team performance.

Clear objectives and agreed goals

- Team members must agree on goals and set clear objectives.
- Team members who agree to the goals will be more committed.

Interpersonal attitudes and behaviour

- Team members have a positive attitude of support and motivation towards each other.
- Team leaders give credit to members for positive contributions.

Shared values and mutual respect

- Shows respect for the knowledge or skills of other members.
- Shows loyalty, respect and trust towards team members despite differences.

Communication

- Efficient communication between team members may result in quick decisions.
- Open discussions between team members will lead to effective problem solving.

Co-operation/Collaboration

- All team members should actively participate in the decision-making process.
- Show a willingness to cooperate as a unit to achieve team objectives.

Mutual respect, support, and trust

- Team members should consult with all group members.
- Team members should learn from one another.

Identify/Name the criteria for successful team performance from given scenarios/case studies. Support your answer by quoting from given scenarios/case studies.

Evaluate the criteria for successful team performance from given case studies/scenarios and make recommendations for improvement.