# Team Leadership and Client Problems Case study

## Criteria

### Unit code, name and release number

BSBXTW401 - Lead and facilitate a team

ICTSAS527 - Manage client problems

### Qualification/Course code, name

ICT50220 | Diploma of Information Technology

## Student details

### Student number

### Student name

## Assessment declaration

* Note: If you are an online student, you will be required to complete this declaration on the TAFE NSW online learning platform when you upload your assessment.

This assessment is my original work and has not been:

* plagiarised or copied from any source without providing due acknowledgement.
* written for me by any other person except where such collaboration has been authorised by the Teacher/Assessor concerned.

### Student signature and date

Version: 20210707

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For queries, please contact:

Technology and Business Services Skills Point

Building B, Level G, Corner Harris Street and Mary Ann Street, Ultimo NSW 2007

Email: [TBS-Product@tafensw.edu.au](mailto:TBS-Product@tafensw.edu.au)

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## Assessment instructions

Table 1 Assessment instructions

| Assessment details | Instructions |
| --- | --- |
| **Assessment overview** | The aim of this assessment is to assess your knowledge and performance in teamwork skills required to effectively lead and facilitate a team in a workplace within any industry, while knowing how to ensure the management of client relationships for ICT support services |
| **Assessment event number** | 1 of 2 |
| **Instructions for this assessment** | This is a case study assessment that assesses your knowledge and performance of skills required by the unit.  This assessment is in two parts:   1. Team leader questions 2. Team leader case study 3. Managing clients questions   And is supported by:   * Assessment feedback   **Note**: This assessment may contain links to external resources. If a link does not work, copy and paste the URL directly into your browser. |
| **Submission instructions** | On completion of this assessment, you are required to submit it to your Teacher/Assessor for marking. Where possible, submission and upload of all required assessment files should be via the TAFE NSW online learning platform.  It is important that you keep a copy of all electronic and hardcopy assessments submitted to TAFE and complete the assessment declaration when submitting the assessment. |
| **What do I need to do to achieve a satisfactory result?** | To achieve a satisfactory result for this assessment you must answer all the questions correctly.  If a resit is required to achieve a satisfactory result it will be conducted at an agreed time after a suitable revision period. |
| **What do I need to provide?** | * TAFE NSW student account username and password. If you do not know your username and password, contact your campus or service centre on 131601. * Computer or other device with word processing software and internet access * Writing materials, if required |
| **What the Teacher/Assessor will provide** | Access to this assessment and learning resources, including the student workbook and any supporting documents or links.  Computers, data sheets, reference text, organisational policy etc that is referenced in the assessment. These may be hard copy or made available online. |
| **Due date**  **Time allowed** | 24th of September  3 hours (indicative only) |
| **Assessment feedback, review or appeals** | In accordance with the TAFE NSW policy *Manage Assessment Appeals,* all students have the right to appeal an assessment decision in relation to how the assessment was conducted and the outcome of the assessment. Appeals must be lodged within **14 working days** of the formal notification of the result of the assessment.  If you would like to request a review of your results or if you have any concerns about your results, contact your Teacher/Assessor or Head Teacher. If they are unavailable, contact the Student Administration Officer.  Contact your Head Teacher for the assessment appeals procedures at your college/campus. |

## Part 1: Team Leader questions

Read each question carefully.

1. Outline the following organisational requirements that are relevant to workplace teams and give a brief description as to what each of them involves.

Table 2- Organisational requirements

| Organisational Requirements | Explanation and examples |
| --- | --- |
| Workplace policies | Workplace policies set out a standard operating procedure of the business and set the required conduct of employees, the policies and procedures also give a basis for helping employers and team leaders manage staff effectively. |
| Code of Conduct | The code of conduct relates to expected norms of ethical and correct conduct in relation to day-to-day work activities and decision making |
| Reputation | The organisation’s reputation and good standing in its business activities, including with employees, customers, stakeholders and the wider community. |
| Culture | The culture of the organisation in terms of its values, expectations and practices for guiding and influencing employees and stakeholders connected to the organisation. |

1. Discuss two key legislations that are relevant to a typical workplace.

Table 3: Legislations for the workplace

|  |  |
| --- | --- |
| Legislation | Discussion |
| Anti-discrimination laws | Its legislation to stop a company or business from discrimination someone based on their skin, disability or other factor, its also to stop them from being extorted and abused by the company or business. |
| Fair Work Act 2009 (Cth) and Regulations | Its to ensure fair pay and working conditions for everyone and to make sure everyone has a fair chance and equipment to succed |

1. a. Recommend three facilitation techniques to encourage work team cohesion.

Table 4: Team cohesion techniques

|  |  |
| --- | --- |
| Recommendations | |
| 1. | Ensuring that goals and objectives are well defined, so the team members remain focused on achieving these. |
| 2. | Effective delegation of roles - team members are more likely to feel part of the team if they have ownership of the activities or task they have been allocated. |
| 3. | Appropriate training in the areas the team members are performing so they feel confident and can achieve their goals and objectives. |

b. Recommend three facilitation techniques to encourage work team effectiveness.

Table 5: Team effectiveness techniques

|  |  |
| --- | --- |
| Recommendations | |
| 1. | Provide appropriate resources, support and training to achieve objectives and goals. |
| 2. | Good communication practices. Open communication, active listening, valuing all contributions, respectful treatment of all members in the group. |
| 3. | The members of the team should have the required expertise when combined as a team and as necessary should have complementary skills and abilities needed to achieve the goals and objectives. Diverse outlooks and ideas are also helpful. |

## ****Part 2: Team Leader Case Study****

1. **Scenario** : Jane Mendoza, a 24-year-old, is bright and highly educated but has an uncompromising attitude when working with customers and other team members. The manager, Barbara Clarkson, is more experienced than Jane Mendoza, and she is concerned Jane will negatively impact the customer experience in the organisation. Jane entered the department six months ago from university and has produced considerable friction within the department and difficult circumstances for Barbara in dealing with stakeholders outside the immediate department and customers. When Barbara approached Jane about being more diplomatic in various situations, Jane’s response was, “These people are in the wrong. Why is there a need for diplomacy?”

You are required to analyse the situation and recommend mentoring or coaching techniques and steps to support Jane.

Jane is blunt and to the point, knowing she’s right she sees no reason in being polite, and dumb people don’t like being wrong, Barbara needs to coach jane in communications skills to help her convey someone is wrong without outright telling them they’re wrong, and saying it in a nice way that people would be more responsive to.

**2**. **Scenario**: There has been a conflict between team members due to the perception that one team member is not contributing equally to the team effort. As a leader, how should you negotiate a resolution for the conflict? Discuss possible strategies for negotiating a resolution.

I need to look into the allegations and take statements from all parties involved and go from there, whatever my conclusion will result I conflict so some preventative measures and some counselling would go a long way, if the allegations are true the person will need tutoring to get them back on track, and if false the accuser needs to go to HR and counselling into what caused this

3a. Discuss the different methods of communication in the workplace.

Email – emails are very useful and allow to send information to a large collective of people and leaves a trail to re-visit if needed, but emails can be missed and not properly comprehended.

DM – DM or Direct Messaging, its quick and instant messaging that is amazing for on-the-spot communication, the problem is its usually done through a social media platform which is un-secure.

b. In the work environment, introductions are how people communicate who they are and what they do.

**Scenario**: Assume that you are working either as an artist or a programmer for a game studio. On your first day at the team meeting you are asked to introduce yourself to other team members. Explain the things to keep in mind when introducing yourself in the team meeting.

The people there don’t care about you, they are only interested in the worth you bring to the company, so got to be quick, concise and interesting, don’t drag on just get to the point and tell them what you can do for them

1. Discuss the role of cross- cultural communication and inclusive communication techniques in creating a diverse workplace.

Its to avoid unnecessary complications and hangups, its to develop a safe and nice workplace environment to increase and promote productivity.

1. Discuss the key communication strategies that you can use in a workplace with individuals with disabilities and special needs.

Be patient, be direct and allow them to make mistakes, basically just be extra patient as they are going through more troubles than you know and need the space and time

1. “Leadership behaviours refer to characteristics and actions typically demonstrated by effective leaders. These behaviours allow leaders to guide others to meet their goals in the workplace.”

Elaborate on the professional behaviours to role model as a leader in the following instances

Table 6: Role model behaviours

|  |  |
| --- | --- |
| Leadership behaviours | How the behaviour is demonstrated in the workplace |
| Compassionate approach | the Leaders will show empathy to understand the emotions, stresses, weaknesses and strengths of their team members so they are better placed to take appropriate action. |
| Initiating Change | The leader will look for areas of improvement or inefficiencies in current work progress on tasks and objectives and ensure that steps are taken to make these processes more effective |
| Giving Feedback | Offering constructive feedback gives the team and the individuals in the team the opportunity to reflect on individual actions and to make team members more effective |
| Promote Accountability | The leader will create a performance plan and each member of the team is individually accountable |

1. **Scenario**: Assume that you are a team leader of a team of 10 members. One team member has expertise in one of your most important computer software and nobody else knows how it works. The team member’s absence could delay essential work. Discuss typical workplace contingencies for this situation that you can plan to take into account the following:

* Unplanned leave or absence of workers
* Re-allocation of work tasks
* Succession planning for important team roles

Ok so step 1 would be to have a meeting where the mvp teaches the rest of the team at minimum the bare essentials on how to use the computer software, so everyone can fix some of the simple problems and any other hiccups, otherwise id make sure the person who understands the program prioritises working with the program so when they aren’t available thee isn’t too much work to be done/ having little delay

1. “Challenges that teams face in performing their tasks are numerous.”

Evaluate this statement and provide one example of a possible challenge in each of the following areas and how they can be managed.

Table 7: Workplace challenges

|  |  |  |
| --- | --- | --- |
| Challenge | Example | Management |
| Unethical/inappropriate behaviour | Harassment, bullying and violent behaviour | The leader is required to conduct disciplinary or reprimand meetings with the relevant individual involved to point out the unacceptable or unethical behaviour and to discuss how to change or address that behaviour, The leader should also consult with the Human Resources department or Personnel Officer to ensure such meetings are conducted according to the appropriate standards and procedures. |
| Potential risks or safety hazards | • Work, Health and Safety Policy  • Anti -Discrimination policies  • Prevention of Harassment policies  • Anti-bullying policies  • Equal Opportunity policies. | that the team leader understands these laws and policies so that unacceptable behaviour or other problems can be dealt with quickly. A breach of standard procedures and work rules relating to work safety should result in warnings and if, necessary, disciplinary measures. |
| Difficulties performing tasks | Not contributing to the project on time | If the tasks are too difficult for the experience or skill level of the team members in, learning and development, or retraining may be appropriate. Also mentoring and coaching can be effective to address this type of issue. |
| Conflicts with clients | Client complaints | the team leader needs to be fully conversant with the organisation’s policies and procedures relevant to conflict situations which may include, for instance, any Complaints and Grievance Policy. |
| Conflicts with team members | Project dissagremant | When conflicts arise, it is important to deal with as soon as it becomes apparent so that discussions can occur before people have become overly fixed in their views and can have an objective perspective |

## ****Part 3: Client Problem Questions****

1. Select the best practices for Quality Assurance.

| Answer choices | Indicate with ‘X’ |
| --- | --- |
| Create a robust testing plan and environment | x |
| Determine release criteria carefully |  |
| Take care of security and performance by deploying expertise in these areas |  |
| Allocate minimal time for each process to encourage haste |  |

1. Briefly describe the function and purpose of a Service Level Agreement (SLA.)

|  |
| --- |
| The SLA can be a legal agreement in the form of a contract or just an informal agreement. It is common for an organisation’s IT department to have an SLA with the other departments and clients. The SLA states the level of service that will be provided. An SLA can be signed between companies, external vendors or even between departments within an organisation. |

1. Select the 6 components of an SLA.

| Answer choices | Indicate with ‘X’ |
| --- | --- |
| Agreement Overview | x |
| Stakeholders | x |
| Vendor Negotiation |  |
| Service Agreement | x |
| Goals and Objectives | x |
| Periodic Review | x |
| Service Management | x |
| Hierarchical Summary |  |

1. Match the following organisational structures with their definitions

| Structure | Select Letter | Description |
| --- | --- | --- |
| Functional Organisation Structure | b. | 1. Services provided will be organised by customer type, allowing for particular types of customer to be specifically catered to. |
| Flat or Horizontal Organisational Structure | d. | 1. Individuals are grouped in accordance with the specific functions they perform. |
| Customer Structure | a. | 1. Allows for reporting levels both horizontally and vertically, allowing members between different groups to collaborate. |
| Matrix Structure | c. | 1. Features fewer levels of management or executives; at most will include a single layer of middle managers between an executive and the employees. Generally used for startups. |

1. Match the following Hardware and software features with the examples.

| Features | Select Letter | Description |
| --- | --- | --- |
| Hardware | a. | 1. Data storage devices, input and output devices |
| Software | b. | 1. Computer Programs and Cloud Subscriptions |
| Hardware features | d. | 1. Adobe creative cloud is used for multimedia development purposes whilst office 365 is used for common office utility requirements |
| Software features | c. | 1. If the company is in games development, then they may have certain needs for their CPU as compared to a computer that is used for general admin purpose |

1. List 2 benefits that can be provided by communicating with your stakeholder/s.

|  |
| --- |
| 1. Increase trust and confidence across the services.  1. Increase trust and confidence across the services.  2. More robust risk management: "If we don't do it, or we can't operate". (e.g. Shell in Nigeria or BP in Indonesia).  4. More robust risk management: "If we don't do it, or we can't operate". (e.g. Shell in Nigeria or BP in Indonesia).  4. More robust risk management: "If we don't do it, or we can't operate". (e.g. Shell in Nigeria or BP in Indonesia). |

## Assessment feedback

*NOTE: This section must have the Teacher/Assessor and student signature to complete the feedback. If you are submitting through the TAFE NSW online learning platform, your Teacher/Assessor will give you feedback via the platform.*

### Assessment outcome

Satisfactory

Unsatisfactory

### Assessor feedback

Has the assessment declaration for this assessment event been signed and dated by the student?

Are you assured that the evidence presented for assessment is the student’s own work?

Was reasonable adjustment in place for this assessment event?

*If yes, ensure it is detailed on the assessment document.*

*Comments*:

### Assessor name, signature and date

### Student acknowledgement of assessment outcome

*Would you like to make any comments about this assessment?*

### Student name, signature and date