

ASSIGNMENT 1 FRONT SHEET

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|--|--|-------------------------------------|--------------|
| Qualification | BTEC Level 5 HND Diploma in Computing | | |
| Unit number and title | Unit 3: Professional Practice | | |
| Submission date | 14/4/2019 | Date Received 1st submission | |
| Re-submission Date | | Date Received 2nd submission | |
| Student Name | | Student ID | |
| Class | GCH0708 | Assessor name | Michael Omar |
| Student declaration I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice. | | | |
| | | Student's signature | |

Grading grid

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☐ **Summative Feedback:**

☐ **Resubmission Feedback:**

Grade:

Assessor Signature:

Date:

Internal Verifier's Comments:

Signature & Date:

Training Event

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INTRODUCTION

This project aim is to build a professional development event that span in the term of four days. After the event, the employees are expected to be better at cooperating with other people, increased work efficiency and motivation in the company.

The event serves the purpose of providing professional development to internal employee by constructing workshops, developing coaching sessions and organizing team-building activities.

PROJECT REQUIREMENT

Our goal is to plan a team building event for the internal employees in the company. The event will last for four days long, this will include skills development activities, coaching and workshops:

- Two coaching session
- Two workshops session
- Two breakout session for workshop
- Teambuilding event

WORK BREAKDOWN STRUCTURE

Work Breakdown Structure or WBS is a key management that organizes teamwork into manageable sections or task for easy to control and handle. The task of each team member can be divided into more subtask so it can be done simultaneously by each team member, leading to a better work efficiency and the project will be more easier to manage. Beside it also can show the time, cost and manpower take to carry out the task. In this following is our team WBS.

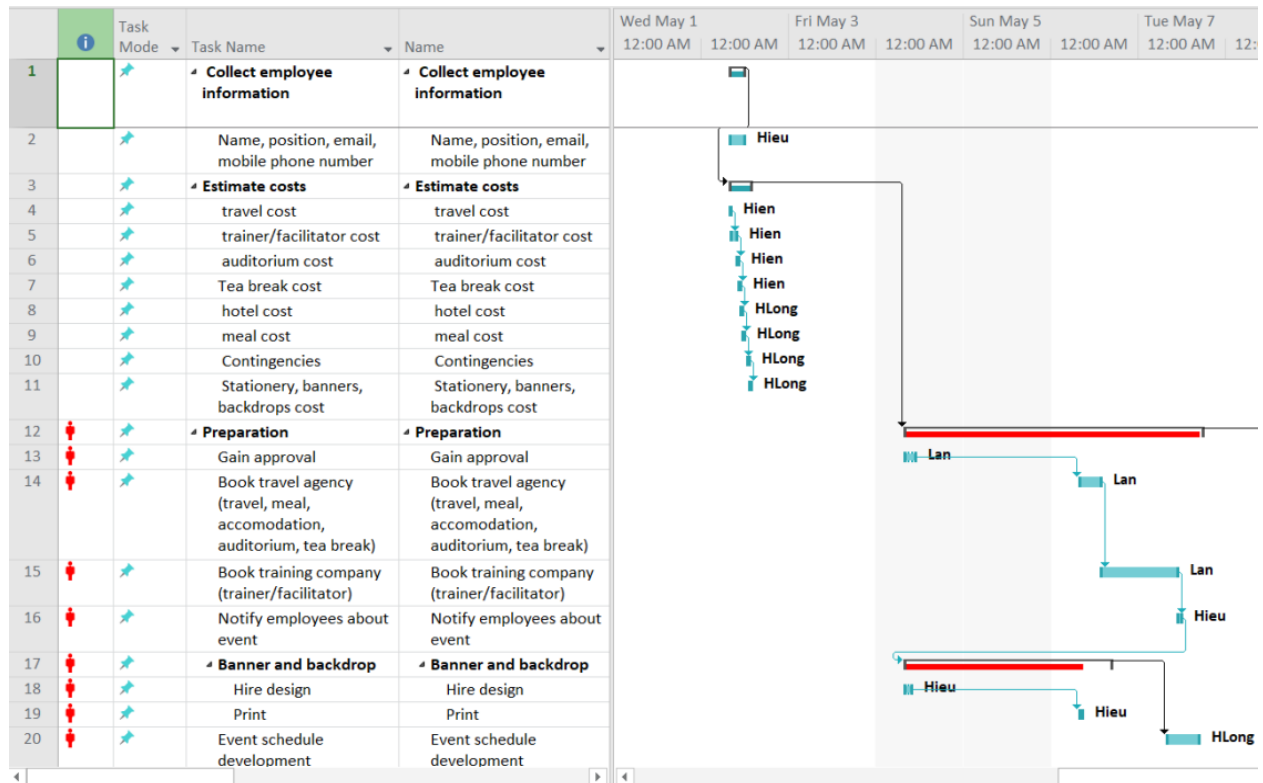


Figure 1: Gantt chart for the work

| Task Mode | Task Name | Name | Duration | Start | Finish | Predecessors | Staff |
|-----------|--|--|----------|------------|------------|--------------|------------------|
| ✦ | Collect employee information | Collect employee information | 4 hrs | Thu 5/2/19 | Thu 5/2/19 | | Hieu |
| ✦ | Name, position, email, mobile phone number | Name, position, email, mobile phone number | 4 hrs | Thu 5/2/19 | Thu 5/2/19 | | Hieu |
| ✦ | Estimate costs | Estimate costs | 5 hrs | Thu 5/2/19 | Thu 5/2/19 | 1 | Hien, HLong |
| ✦ | travel cost | travel cost | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | | Hien |
| ✦ | trainer/facilitator cost | trainer/facilitator cost | 1.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 4 | Hien |
| ✦ | auditorium cost | auditorium cost | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 5 | Hien |
| ✦ | Tea break cost | Tea break cost | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 6 | Hien |
| ✦ | hotel cost | hotel cost | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 7 | HLong |
| ✦ | meal cost | meal cost | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 8 | HLong |
| ✦ | Contingencies | Contingencies | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 9 | HLong |
| ✦ | Stationery, banners, backdrops cost | Stationery, banners, backdrops cost | 0.5 hrs | Thu 5/2/19 | Thu 5/2/19 | 10 | HLong |
| ✦ | Preparation | Preparation | 24 hrs | Sat 5/4/19 | Tue 5/7/19 | 3 | Lan, Hieu, HLong |
| ✦ | Gain approval | Gain approval | 3 hrs | Sat 5/4/19 | Sat 5/4/19 | | Lan |
| ✦ | Book travel agency (travel, meal, accomodation, auditorium, tea break) | Book travel agency (travel, meal, accomodation, auditorium, tea break) | 5 hrs | Mon 5/6/19 | Mon 5/6/19 | 13 | Lan |
| ✦ | Book training company (trainer/facilitator) | Book training company (trainer/facilitator) | 6 hrs | Mon 5/6/19 | Tue 5/7/19 | 14 | Lan |
| ✦ | Notify employees about event | Notify employees about event | 1 hr | Tue 5/7/19 | Tue 5/7/19 | 15 | Hieu |
| ✦ | Banner and backdrop | Banner and backdrop | 16 hrs | Sat 5/4/19 | Mon 5/6/19 | 16 | Hieu |
| ✦ | Hire design | Hire design | 2 hrs | Sat 5/4/19 | Sat 5/4/19 | | Hieu |
| ✦ | Print | Print | 1 hr | Mon 5/6/19 | Mon 5/6/19 | 18 | Hieu |
| ✦ | Event schedule development | Event schedule development | 8 hrs | Tue 5/7/19 | Tue 5/7/19 | 17 | HLong |

Figure 2: Work breakdown structure of the preparation for the event

EVENT DETAIL

| Event name | Estimate number of attendances | Location | Address |
|------------------|--------------------------------|---|---------------------------------|
| Workshops | 100 | West beach of Vinpearl Resort & Spa Ha Long | Reu Island, Ha Long, Quang Ninh |
| Coaching session | 100 | Meeting hall of Vinpearl Resort & Spa Ha Long | Reu Island, Ha Long, Quang Ninh |
| Team building | 100 | North beach of Vinpearl Resort & Spa Ha Long | Reu Island, Ha Long, Quang Ninh |

Table 1: General details of the event

EVENT DATE PROPOSED

| Event name | Time | Begin date | End date |
|------------------|-------------------------|---------------------------|---------------------------|
| Workshops | 9 AM-11:30 AM | May 15 th 2019 | May 16 th 2019 |
| Coaching session | 2 PM-5 PM | May 15 th 2019 | May 16 th 2019 |
| Team building | 9 AM-12 PM 3 PM-5 PM | May 17 th 2019 | May 18 th 2019 |

Table 2: Event time

EVENT TIMELINE

Information and detail everyday in the event:

Day 1: Workshop

| Time | Activity | Description |
|-----------------|------------------|---|
| 7 AM | Arrive at hotel | Check-in |
| 8:30 AM | Breakfast | Buffet at Vinpearl Resort |
| 9 AM – 11:30 AM | Workshops | Dr Le Tham Duong discuss about teamwork |
| 12 PM | Lunch | Buffet at Vinpearl Resort |
| 12:30 PM | Break | Give time for employees to rest before afternoon activities |
| 2 PM | Coaching session | Coach Cuc Phuong discuss about decision making and teamwork |
| 5 PM | Rest | Prepare for dinner |
| 6 PM | Dinner | Buffet at Vinpearl Resort |

Table 3: Day 1 detailed timeline

Day 2: Workshop

| Time | Activity | Description |
|-----------------|------------------|---|
| 8 AM | Breakfast | Buffet at Vinpearl Resort |
| 9 AM – 11:30 AM | Workshops | Tran Dang Khoa discuss about work efficiency and motivation |
| 12 PM | Lunch | Buffet at Vinpearl Resort |
| 12:30 PM | Break | Give time for employees to rest before afternoon activities |
| 2 PM | Coaching session | Coach Cuc Phuong talks about decision making and teamwork |
| 5 PM | Rest | Prepare for dinner |
| 6 PM | Dinner | Buffet at Vinpearl Resort |

Table 4: Day 2 detailed timeline

Day 2: Team building

| Time | Activity | Description |
|----------|---------------|--------------------------------------|
| 8 AM | Breakfast | Pho at Vinpearl Resort |
| 9 AM | Team building | Scavenger Hunt |
| 10 AM | Break | Short break for smoothies and fruits |
| 10:15 AM | Team building | Team puzzle game Tug of War |
| 12:30 PM | Lunch | Seafood at Vinpearl Resort |
| 3 PM | Team building | Sack race Three-legged race |
| 5 PM | Break | Personal time |
| 6 PM | Dinner | Buffet at Vinpearl Resort |

Table 5: Day 3 detailed timeline

Day 4: Team building

| Time | Activity | Description |
|----------|------------------------|--|
| 8 AM | Breakfast | Traditional food at Vinpearl Resort |
| 9 AM | Team building | Human knot The mine field The barter puzzle |
| 12 AM | Break | Prepare for main meal and go to mainland by boats |
| 12:15 PM | Lunch | Local area food at Ha Long city |
| 2 PM | Return to hotel | Go back to Reu Island by boats and have a rest |
| 3 PM | Team building and | 4-way Tug of War Balloon juggle Beach volleyball |
| 5 PM | Rest | Prepare to take boat back to mainland |
| 6 PM | Travel back to company | Back to company by hired coach |

Table 6: Day 4 detailed timeline

EVENT PUBLICATION

| Plan | Start date | Finish date | Manager |
|-------------------------------|----------------------------|----------------------------|--------------------|
| Collect employees information | May 2 nd , 2019 | May 2 nd , 2019 | Hieu |
| Estimate cost | May 2 nd , 2019 | May 2 nd , 2019 | Hien and Long |
| Preparation for the event | May 4 th , 2019 | May 7 th , 2019 | Lan, Hieu and Long |

Table 7: Details about event publication

EVENT COST

| Title | Detail | Price | Time & quantity |
|--------------|-----------------------------|-----------------------|--------------------|
| Location | Hotel room | 3910\$/day | 4 days |
| | Stage & Hall | 300\$ | 5 hours |
| Travel | Drivers and 20-seats car | 200\$/car & driver | 4 cars and drivers |
| Equipment | Banner & backdrop | 50\$ | |
| | Equipment for team building | 130\$ | 4 days |
| Human labor | Speaker: Le Tham Duong | 350\$ | 3 hours |
| | Speaker: Tran Dang Khoa | 280\$ | 3 hours |
| | Coach: Cuc Phuong | 240\$ | 5 hours |
| Food & drink | Breakfast (buffet) | Free (come with room) | 7h30 – 9h |
| | Lunch (buffet) | Free (come with room) | 11h30 – 13h |
| | Dinner (buffet) | Free (come with room) | 18h – 20h30 |
| | Break out | 30\$/day | 2 days |

Table 8: Estimated cost of the for the event

KEY CONTACT

| Name | Tel | Email & Website |
|-------------------------------|---------------|---|
| Vinpearl Resort & Spa Ha Long | 0203 385 7858 | Res.VHLBR@vinpearl.com |
| Stage & Hall | 0203 385 7858 | Res.VHLBR@vinpearl.com |
| Speaker: Le Tham Duong | 082 999 6886 | www.facebook.com/fancuonglethamduong |
| Speaker: Tran Dang Khoa | 024 3573 6979 | www.Trandangkhoa.vn |
| Coach: Cuc Phuong | 090 139 1886 | info@vntbd.com |
| Rent driver & car | 096 321 3333 | dieuhanh@dichvuthuexe.com |

Table 9: Important contacts In the event

EVENT MANAGER

| Name | Email | Phone |
|-------------------|--|--------------|
| Nguyen Hoang Long | Longnhgch18327@fpt.edu.vn | 0983 856 217 |

| | | |
|------------------|--|---------------|
| Nguyen Manh Hien | Hiennmgch18424@fpt.edu.vn | 0357 516 982 |
| Nguyen Hoang Lan | Lannhgch18019@fpt.edu.vn | 0123 291 3338 |
| Le Duc Hieu | hieuldgch18253@fpt.edu.vn | 0513 421 197 |

Table 10: Managers and means of communication

SLIDE



Figure 3: Front page of the presentation

Introduction

Team dynamics are shown to have great impacts on multiple fronts (Anon 2016):

- Organization profitability
- Enjoyment of work
- Staff retention rates
- Work efficiency of individuals and teams
- Company's reputation

But these are often overlooked by everyone.

Figure 4: Introduction



Figure 5: The forces that drives team dynamics

Personality styles

Differences in personality styles create huge impacts on team dynamics.



Figure: Common personality types (Pytlík 2018)

Roles within team

There are many competing definitions of team roles. However, we can easily simplify them into their effects:

- A person with the management role can tend to be arrogant around lower level member.
- A person may consider themselves to be "great" and demand/assume higher role.
- A person might have personality traits that conflicts with requirements of their role.

All of these can have varying effects on the team performance.

Figure 7: The roles in the team

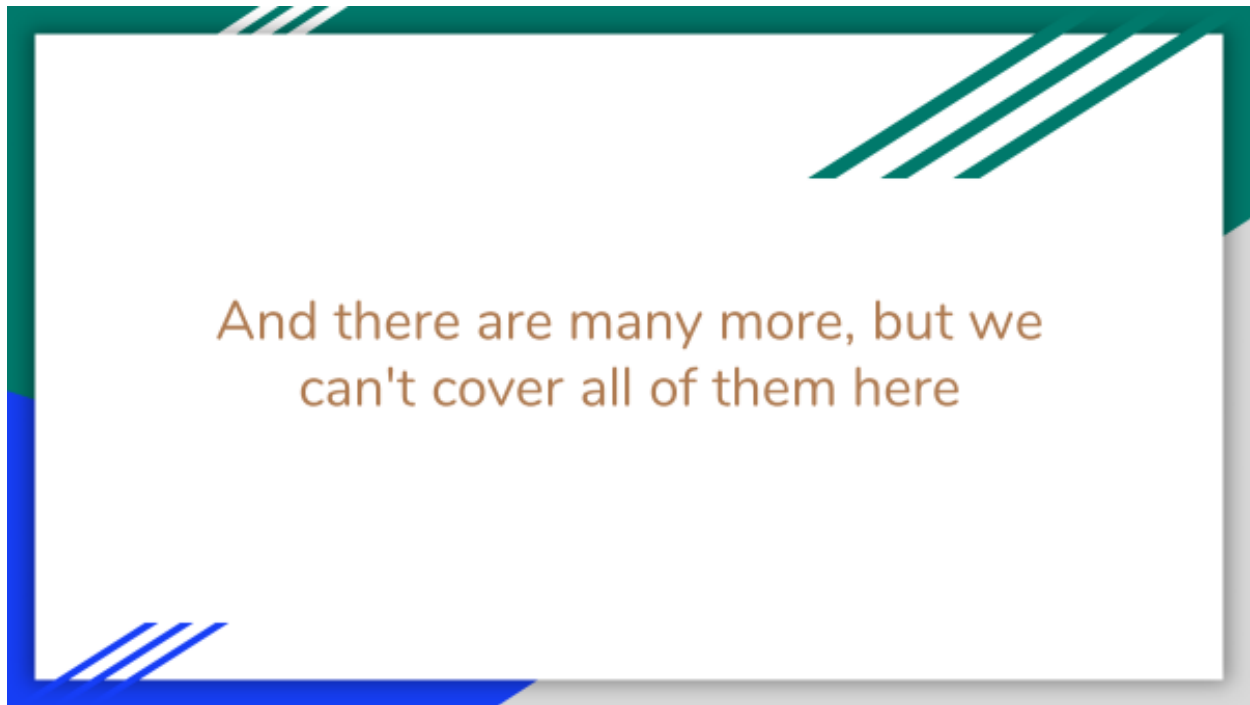


Figure 8: Transition page

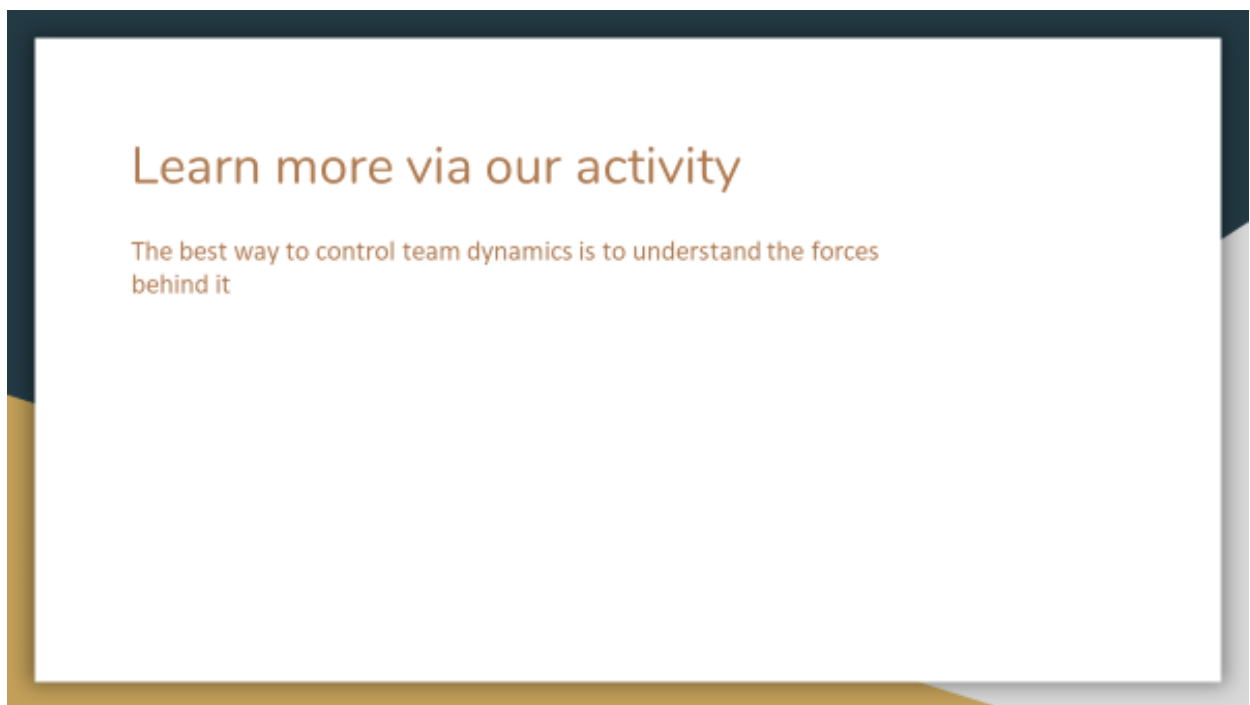


Figure 9: Team dynamic through activity

Divide into three teams and each team choose one of these problems to solve:

Problem 1: There was increasing distrust between two managers of different organization on a project. This could lead to a legal dispute. What should you do to rebuild the trust and prevent the situation from getting worse?

Problem 2: A new member cause friction to established members so her ideas are rejected every time proposed. What should the she do?

Problem 3: A team member has an affair with the leader, which reduce the trust and communication between them. As a team member, what should you do?

Each team will have 30 minutes to think of answer. When the time is up, a member of each team will state the solution and justify it

Other teams can question the solution and ask questions. The member should do his best to answer.

The most critical solution will be given a prize

Figure 10: The activity

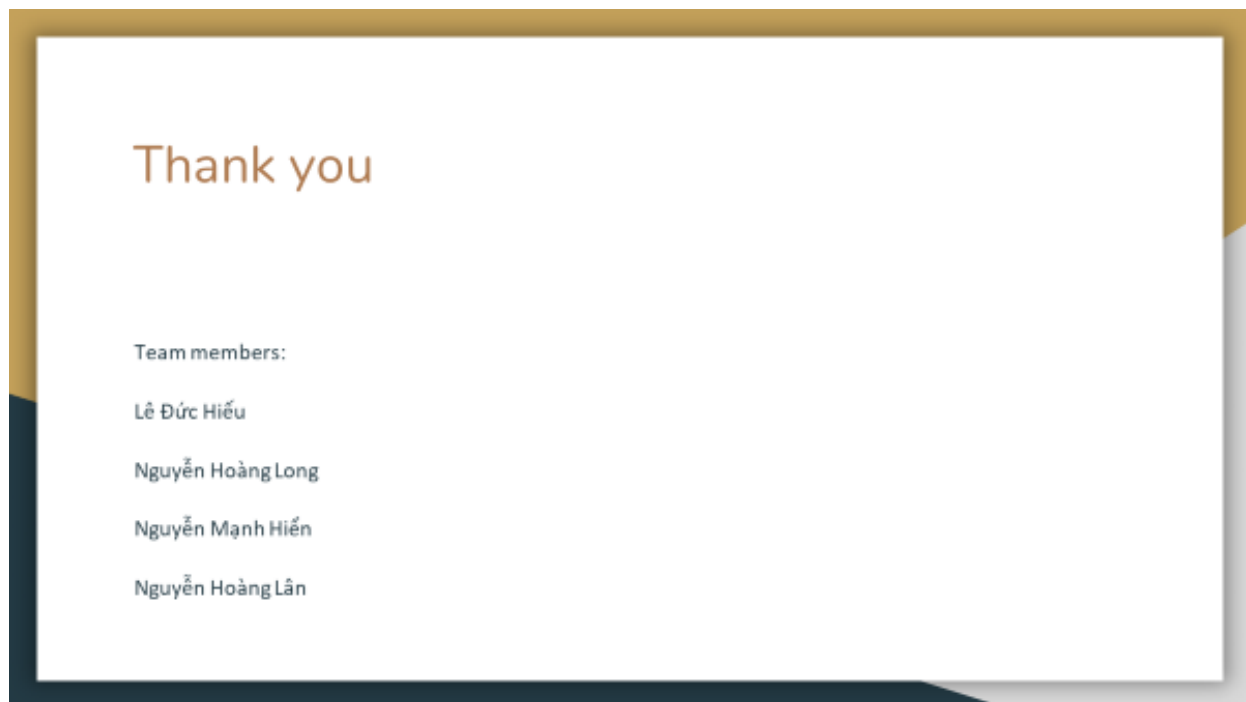


Figure 11: Closing page

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Figure 12: References