

SAQA ID 59201

NATIONAL CERTIFICATE: GENERIC MANAGEMENT

CLUSTER✓1

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

120300

✓5

8

Analyse leadership and related theories in a work context

**Accredited
course
information:**

Unit Standard ID

NQF Level

Credits

252037

✓5

6

Build teams to achieve goals and objectives

LEARNER POE



TRAINING FORCE
Linking Training to Industry

Investing in your talent!

**Accredited
course
information:**

Unit Standard ID

15224

NQF Level

5

Credits

4

Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks

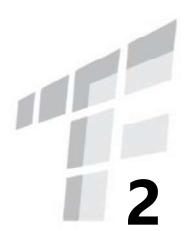




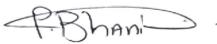
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PRE-ASSESSMENT MEETING CHECKLIST

The **Qualification Induction Video** would've clearly explained all the items below. If you are not sure, revert to the video and ensure understanding before completing this checklist.

#	POINTS TO BE DISCUSSED	
Did the facilitator/Assessor:		
1.	Provide a clear explanation of Outcomes-based assessment and of the NQF system.	<input checked="" type="checkbox"/>
2.	Explain the assessment process and the principles of good assessment practice.	<input checked="" type="checkbox"/>
3.	Explain the roles and responsibilities of the learner, assessor, and moderator.	<input checked="" type="checkbox"/>
4.	Explain the learner's rights, discuss the appeals process and assessment policies	<input checked="" type="checkbox"/>
5.	Ensure the learner was ready for the assessment by conducting formative assessment	<input checked="" type="checkbox"/>
6.	Provide the Learner with a copy of the unit standard against which they will be assessed	<input checked="" type="checkbox"/>
7.	Discuss and identify any special needs of the learner	<input checked="" type="checkbox"/>
8.	Discuss the VACS evidence requirements	<input checked="" type="checkbox"/>
9.	Discuss the assessment planning and conducting document s indicating the evidence, methods, resources, timing, and special needs	<input checked="" type="checkbox"/>
10.	Discuss the importance of confidentiality if all the information.	<input checked="" type="checkbox"/>
11.	Give the Learner an opportunity to seek clarification on any items discussed	<input checked="" type="checkbox"/>
Learner Signature		
Assessor Signature		
Date of Meeting	28-08-23	

ASSESSMENT PLAN

This document is for **assessment purposes** only. You are only required to complete your name and sign once the Assessor has assessed your Portfolio and provided you with feedback.

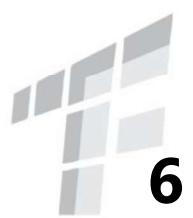
Date	of	12-12-2023											
Assessment													
Assessor	The assessor hereby declares that this document will be completed, and a judgment made												
Declaration	once all the evidence submitted according to this plan has been assessed against model answers and the VACS criteria												
Assessor Name	Mustapha Olayiwola			Assessor signature		<i>Mustay</i>							
Moderator Name				Moderator Signature									
Learner Name	X Philasande Bhani			Learner Signature		X <i>P.Bhani</i>							
Mentor/ Facilitator Name	Mustapha Olayiwola			Mentor/ Facilitator Signature		<i>Mustay</i>							
Key to Methods	Obs	Observation	Q	Questioning	PE	Product Evaluation	LB Logbook						

ID 120300 - Analyse leadership and related theories in a work context

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2 nd	3 rd
SO1: Explain the concept of leadership.								
1.1	Various definitions of leadership are identified and explained with examples in the workplace.	Formative 1, 2, 3, 4, 5 Summative 1	Knowledge	Questioning	✓			
1.2	The roles and qualities of a leader are explained using examples	Formative 1, 2, 3, 4, 5 Summative 1	Knowledge	Questioning	✓			
SO2: Differentiate between leadership and management.								
2.1	Leadership and management are defined and differentiated using examples.	Formative 1, 2, 3, 4, 5 Summative 1	Knowledge	Questioning	✓			
2.2	The roles and qualities of a leader are differentiated and compared with those of a manager in a work context.	Formative 1, 2, 3, 4, 5 Summative 1	Knowledge	Questioning	✓			
2.3	The concepts of accountability and responsibility pertaining to a leader and manager are discussed and	Formative 1, 2, 3, 4, 5 Summative 1	Knowledge	Questioning	✓			



	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
	explained in terms of advantages and disadvantages in the workplace.				✓			
2.4	The role of a leader and a manager is compared in terms of their complementary roles in the workplace.	Formative 1, 2, 3, 4, 5 Summative 1	Knowledge	Questioning	✓			
SO3: Analyse leadership theories								
3.1	The various theories of leadership are identified and discussed in a work context.	Summative 1	Knowledge	Questioning	✓			
3.2	Trends and developments relating to the different leadership theories are examined with examples.	Summative 3	Practical Demonstration	Product Evaluation	✓			
3.3	The various leadership theories are justified in terms of advantages and disadvantages.	Summative 1	Knowledge	Questioning	✓			
SO4: Apply the different roles and qualities of leadership in a work context.								
4.1	The roles and qualities within leadership contexts are analysed with examples.	Summative 3	Practical Demonstration	Product Evaluation	✓			
4.2	The leadership style of selected leaders is analysed in order to determine its effect in a context.	Summative 3	Practical Demonstration	Product Evaluation	✓			
4.3	The term role-model is analysed in order to establish its effect on the work context.	Summative 3	Practical Demonstration	Product Evaluation	✓			
4.4	Leadership theory is selected and applied in own work context.	Summative 3	Practical Demonstration	Product Evaluation	✓			
4.5	Leadership roles, qualities and abilities are analysed in order to formulate own leadership development strategy.	Summative 3	Practical Demonstration	Product Evaluation	✓			



ID 252037 - Build teams to achieve goals and objectives

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
SO1: Demonstrate knowledge of an insight into the theory of teams and the importance of teams in workplace activities.								
1.1	The characteristics of a team and team interaction are compared with those of a group.	Formative Topic 4, 7 Summative 2	Knowledge	Questioning	✓			
1.2	Different types of teams are described in terms of their unique roles and characteristics.	Formative Topic 6, 7 Summative 2	Knowledge	Questioning	✓			
1.3	The importance of teams for achieving workplace goals and objectives is motivated with examples of the contributions of teams.	Formative Topic 6, 7 Summative 2	Knowledge	Questioning	✓			
SO2: Apply the theory of teams to team dynamics.								
2.1	The dynamics of teams are explained in terms of practical examples.	Formative Topic 6 Summative 2	Practical Demonstration	Product Evaluation	✓			
2.2	The reasons for disagreements and conflict that could disrupt the functioning of the team are analysed with reference to interpersonal and other factors.	Summative 3	Practical Demonstration	Product Evaluation	✓			
2.3	Unique challenges presented by different types of teams are identified with specific reference to cross-functional and virtual teams.	Summative 2	Practical Demonstration	Product Evaluation	✓			
SO3: Explain the process of building teams.								
3.1	The process of building a team is explained with reference to the steps in the process.	Formative Topic 6,9 Summative 2	Knowledge	Questioning	✓			
3.2	Stages of team development are analysed in terms of the human behaviour that drives the different stages.	Summative 2	Knowledge	Questioning	✓			

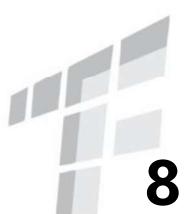
	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
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SO4: Analyse the role of team leader in promoting team effectiveness.

4.1	The role of the team leader is explained in relation to improving team effectiveness.	Formative Topic 7 Summative 2	Knowledge	Questioning	✓			
4.2	The impact of different leadership styles is considered in relation to the leader's role in promoting team effectiveness.	Summative 2	Knowledge	Questioning	✓			
4.3	Techniques for the constructive management of team dynamics and conflict are described with specific reference to promoting trust, cohesion, creativity, and productivity.	Formative Topic 8, 10 Summative 2	Practical Demonstration	Product Evaluation	✓			

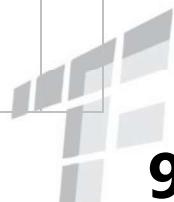
SO5: Evaluate the effectiveness of a team and propose ways to improve team effectiveness.

5.1	The functioning of a team is evaluated against the characteristic of high-performance teams.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
5.2	An action plan is developed for improving the effectiveness of the team.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			



ID 15224 - Empower team members through recognising strengths, encouraging participation in decision making and delegating tasks

	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
SO1: Recognise team member performance.								
1.1	The role, duties, and responsibilities of each team member in the section/division/department are identified together with the level of performance expected of them and an indication of how they fit into the work of the section.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
1.2	Team members are told what they do well, what needs improvement and what is expected in the future.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
1.3	All feedback is measured against performance expectations, which have been communicated to the team member.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
1.4	Feedback is given at the time that the event occurs.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
1.5	Feedback is honest, simple, specific, and constructive.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
1.6	Team members are dealt with as valued and trusted members of the team.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
SO2: Encourage participation in decision-making.								
2.1	Team members are included in division/section/department decision-making by fully informing them of the situation and the decision(s) that needs to be taken.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
2.2	Team members are encouraged to think of solutions to the problem being as innovative as possible.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
2.3	Team members must be asked to provide alternatives, evaluate the alternatives and select one for implementation.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
2.4	The best solution is sought through getting team members to debate their viewpoints and work towards finding common ground.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			



	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
SO3: Delegate tasks.								
3.1	The work plan or task is analysed and broken down into smaller tasks, programmes or units of work and a decision taken as to who in the section is best suited to carry them out.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
3.2	The delegated tasks must be clearly communicated to employees indicating what is expected, how it must be done and where to get help, if necessary.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
3.3	Decision-making authority required to execute the task is indicated to the employee so that team members can react to situations immediately and effectively.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓	✓		
3.4	Regular feedback and reporting schedule must be agreed upon.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
3.5	A system to enable the flow of information must be established by team members.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
3.6	The successful completion of delegated tasks must be monitored, and the performance used a means of ongoing development.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
3.7	Successful achievement of delegated tasks must be given recognition.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
SO4: Review decisions and performance of delegated tasks.								
4.1	The work plan or task is analysed and broken down into smaller tasks, programmes or units of work and a decision taken as to who in the section is best suited to carry them out.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
4.2	The delegated tasks must be clearly communicated to employees indicating what is expected, how it must be done and where to get help, if necessary.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			
4.3	Decision-making authority required to execute the task is indicated to the employee so	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			

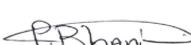
	Specific Outcomes and Assessment Criteria	Assessment	Evidence	Method	C	NYC	2nd	3rd
	that team members can react to situations immediately and effectively.				✓			
4.4	Regular feedback and reporting schedule must be agreed upon.	Summative 3 Logbook	Practical Demonstration	Product Evaluation	✓			



Learner Instruction: Please complete the following checklist to indicate that you have completed all the formative assessment activities required for your portfolio. These activities must have been completed on the DigiAssist System and evidence of each outcome pdf printed signed and placed behind this page.

FORMATIVE ASSESSMENT

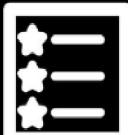
#	FORMATIVE ASSESSMENT ACTIVITY	TICK TO CONFIRM COMPLETION
	Formative Assessment Activity 1	<input checked="" type="checkbox"/>
	Formative Assessment Activity 2	<input checked="" type="checkbox"/>
	Formative Assessment Activity 3	<input checked="" type="checkbox"/>
	Formative Assessment Activity 4	<input checked="" type="checkbox"/>
	Formative Assessment Activity 5	<input checked="" type="checkbox"/>
	Formative Assessment Activity 6	<input checked="" type="checkbox"/>
	Formative Assessment Activity 7	<input checked="" type="checkbox"/>
	Formative Assessment Activity 8	<input checked="" type="checkbox"/>
	Formative Assessment Activity 9	<input checked="" type="checkbox"/>
	Formative Assessment Activity 10	<input checked="" type="checkbox"/>

Learner signature: 

Assessor signature: 

Moderator signature:

SUMMATIVE ASSESSMENT



Learner Instruction: Please complete the following checklist to ensure that you have completed all the summative assessment activities. These activities should be completed in full and as per instructional video provided after the Cluster, ensure to have full understanding of what is required before attempting these

SUMMATIVE ASSESSMENT ACTIVITIES

#	SUMMATIVE ACTIVITY	TICK TO CONFIRM COMPLETION
	Summative Assessment Activity 1	<input checked="" type="checkbox"/>
	Summative Assessment Activity 2	<input checked="" type="checkbox"/> ✓
	Summative Assessment Activity 3	<input checked="" type="checkbox"/>

Learner Signature: 

Assessor Signature: 

Moderator Signature:

SUMMATIVE ASSESSMENT ACTIVITY 1: KNOWLEDGE ASSESSMENT



120300 SO 1 AC 1; AC 2; SO 2 AC 1, 2, 3, 4; SO 3 AC 1 AC 3

EEK 1, 2, 3, 4, 5

CCFO 1, 3, 4

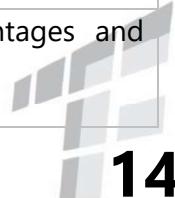
Assessment Method: Questioning

INSTRUCTIONS: This is an individual activity; your own work is required. Complete as instructed in POE Video

1. Examine the various theories of leadership and their definitions, explain:
 - a. Four (4) theories of leadership
 - b. Discuss how the theories relate to application in the workplace.
 - c. The advantages and disadvantages of each
2. Explain the following roles of a leader, by describing how you would show the following roles as a leader:
 - a. Motivating self and others
 - b. Facilitating a developmental environment
 - c. Being an innovator
3. What are the roles and qualities of a leader? Give a comprehensive explanation with at least 5 example qualities and how they relate to those of a Manager in the workplace.
4. Compare the role of a leader and a manager in terms of their complementary roles, use the table below as an example to answer the question.

Activity	Management	Leadership
Executing Plans		

5. What are the concepts of accountability and responsibility, refer to the advantages and disadvantages in the workplace?



Feedback to Learner:

Well-done

VACS Assessment of Evidence	V	A	C	S
Result of First Assessment	C	NYC	Date 12-12-2023	
Result of Second assessment	C	NYC	Date	
Result of Third Assessment	C	NYC	Date	
Learner Signature X <i>P.Bhanu</i>			Date X	01/08/2024
Assessor Signature <i>Mustay</i>			Date	12-12-2023
Moderator Signature			Date	



SUMMATIVE ASSESSMENT ACTIVITY 2: KNOWLEDGE ASSESSMENT



US 252037 SO 1 AC 1, 2, 3; SO 3 AC 1, 2; SO 4 AC 1, 2

EEK 1, 2, 5

CCFO 1, 2, 3, 5, 6

Assessment Method: Questioning

INSTRUCTIONS: This is an individual activity; your own work is required. Complete as instructed in POE

Video

1. Choose 3 types of teams then answer the following questions:
 - a. What is the unique role and characteristic of each?
 - b. Why it is important for teams to achieve their goals and objectives?
 - c. How does a team characteristic differ from that of a group?
 - d. How would team dynamics be achieved? Explain with examples
2. What is the process of building a team? Explain the process giving reference to each step and how human behaviour is driven through the different stages.
3. What is the role of the team leader in relation to improving team effectiveness?
4. What impact would different leadership styles have in relation to the leader's role in promoting team effectiveness?
5. What constructive management techniques could be used to form team dynamics? Give reference to the promotion of trust, cohesion, creativity, and productivity?

Feedback to Learner:

Well-done



VACS Assessment of Evidence	V	A	C	S
Result of First Assessment	C	NYC	Date 12-12-2023	
Result of Second assessment	C	NYC	Date	
Result of Third Assessment	C	NYC	Date	
Learner Signature <i>PPBhanu</i>	X		Date	X 01/08/2024
Assessor Signature <i>Mustey</i>			Date	12-12-2023
Moderator Signature			Date	

SUMMATIVE ASSESSMENT ACTIVITY 3: PRACTICAL ASSIGNMENT



US 120300 SO 2 AC 2, 3, 4; SO 3 AC 2; SO 4 AC 1, 2, 3, 4, 5

US 252037 SO 2; SO 4 AC 3; SO 5

US 15224 SO 1, 2, 3, 4, 5

CCFO1-8

EEK US 120300 4, 6 / EEK US 252037 3, 4, 5 / EEK US 15224 2 - 5

Assessment Method: Product Evaluation

INSTRUCTIONS: This is an individual activity; your own work is required. Complete as instructed in POE Video

Assignment:

1. Access at least three (3) case studies of any recognised Leaders, analyse the leadership styles and complete the following questions:

- a. What leadership styles are the Leaders using?
- b. What effect did the leadership styles have on the followers?
- c. Were the Leaders role-models to the followers? Explain why you do or don't think they were good role-models and what effect this had on the followers?
- d. Examine the trends and developments of leadership theories, explain how they have developed and formed trends over the years.

2. Develop a personal profile using a profile format of choice, by answering the following questions:

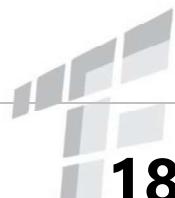
- a. Which leadership style/s would you apply in your workplace?
- b. Elaborate on the roles, qualities and abilities required to formulate your own development strategy.
- c. Explain how you will be accountable and responsible for complying with your organisations policies and procedures and any legislation applicable to your organisation.
- d. Show the structure of the organisation and where you fit in. An organigram will be suitable for this.
- e. Explain why you chose this leadership/s style and how it compares to a manager's in your workplace.
- f. What unique challenges do you foresee within your current team? Explain giving reference to the type of both cross-functional and virtual teams.

2.1 Provide the developed profile as evidence.

3. Prepare to evaluate the effectiveness of your team and propose ways to improve team effectiveness.

Choose 5 employees of your team as your team members to simulate this activity if you are not in a Leadership Role at present, otherwise use your actual team.

- a. Prepare or use a previously prepared performance matrix for your team.



- b. Hold a team briefing, informing all team members of what is expected from the team.
- c. Minute the meeting.
- d. Monitor the team's performance over a period of week against the expected level of performance, document expected against actual.
- e. Hold a team briefing to inform team members of the team's performance over the week, discuss the expected level against the actual level of performance monitored.
 - i. Encourage participation from the team members
 - ii. Sought out possible solutions to problem areas
 - iii. Evaluate alternative solutions
- f. Minute the meeting.
- g. Develop an action plan to address non-conforming areas.
- h. Email the action to plan to team members, asking for suggestions and approval.

3.1 Provide the following as evidence:

- a. Performance Matrix
- b. Minutes of the information briefing
- c. Documented planned performance against actual, the variances and an explanation of what the variances.
- d. Minutes of performance meeting held – ensuring that all discussions are clearly stated and shows that team members participated, they provided valuable input into solutions to rectify the variances and that these were evaluated through discussion.
- e. Developed action plan to address non-complying areas.
- f. Emails received that show the team members provided their input into the action plan and made suggestions.
- g. Amended/alternative action plans from the input received from the team members.
- h. A system that shows the flow of information for tasks/activities related to the team being evaluated.

4. Prepare to evaluate team member performance.

- a. Prepare an individual performance matrix for each member of your team – you can use one in the workplace if this exists.
- b. Ensure that roles, duties, and responsibilities are clearly stated.
- c. Arrange a meeting with the individual

- d. Discuss the expected roles, responsibilities and duties expected from the team member – document as confirmation the discussion points in an email to the member after the briefing.
- e. Monitor the members performance over a period of week against the expected level of performance, document expected vs actual.
- f. Meet with the individual again to discuss the expected level against the actual. Ensure to provide the member with valuable feedback – what they did well, what needs to be improved on and what is expected in future. Document the discussion in ✓ confirmation email to the member via email.
- g. Develop an action plan to address non-conforming areas.

4.1 Provide the following as evidence:

- a. The Individual performance matrix for each member.
- b. The monitored performance expected vs actual.
- c. Emails sent as confirmation to each member, ensuring that all discussion points mentioned are confirmed in writing.
- d. The developed action plans.

5. Obtaining feedback about your performance as a Leader from Team Members.

- a. Develop a feedback evaluation form for team members to evaluate your performance as Leader – an example of a feedback evaluation form is shown below.
- b. The feedback must evaluate the following criteria:
 - i. How well you were able to tell the member what to do, what they needed to improve on and what is expected from them in future.
 - ii. How well you provided honest, simple, specific, and constructive feedback.
 - iii. Did the feedback encourage and support? etc.
- c. You may use the sample feedback below.

5.1 Provide the following evidence:

- a. Completed feedback evaluation from Team Members

6. Prepare to Delegate Tasks/Activities to team members:

- a. Analyse one role from each Team Member.
- b. Clearly communicate what is expected from the member, how it should be done and where they get assistance if necessary.
- c. Draft a feedback and reporting schedule that is agreed upon by the individual.
- d. Monitor the progress of the delegated task against performance standards for the task.
- e. Once the task is completed, arrange a meeting with the team and or individual.



- ✓ Discuss the efficiency of the delegated task/s, taking expected performance into consideration.
- ✓ Review the decisions on the task/s and what they will achieve because of the decision/s made.
- ✓ Give recognition of successful achievement of the delegated task to the team member.

6.1 Provide the following evidence:

- a. An analyse of the task delegated in a suitable format – it should include the task being broken down into small tasks or units of work and a best way to carry it out, as well as who the decision-making authority is that is required to execute the task.
- b. Emails confirming the analysis, and what is expected by the member, including agreed feedback and reporting schedules.
- c. Emails and or documents to show monitoring of the progress and performance standard of the delegated task.
- d. Draft a professional report, discussing how decisions were reviewed, the success of the completed task/s in terms of achieving the set objectives.
- e. Email notification of recognition of successful achievement of the delegated task, to relevant team member/s.
- f. Alternative action plans were incorrect decisions and delegated tasks were not carried out successfully – to improve performance.

7. Develop a professional report, using a suitable business report format to document lessons learnt during the completion of the above tasks:

- a. Refer to how you engaged with the Team and individual members during meetings and individual meetings.
- b. What techniques did you use to negotiation with the member/s?
- c. Was brainstorming techniques used during meetings to ensure suitable deliberation of task process flows?
- d. How well did you use feedback techniques to provide the member/s with feedback and what you would do differently?
- e. How well did you delegate tasks and implement follow up techniques, to ensure success, what could you have done differently?
- f. What were and are the dynamics of the team, give practical examples to explain the present or past dynamic?
- g. Reflect on disagreements and or conflict that may have occurred, which disrupted the functioning of the member or team members.

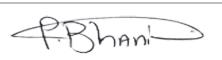
- h. Explain how legislation, policies and procedures impacted decisions for completing task/s or activities.
- i. How did your leadership style impact the performance of the team, what would you do to remediate the style and why?
- j. How did your team's performance compare to the characteristics of high performing teams?

7.1 Provide the Following as Evidence:

- a. Completed Professional Report

Feedback to Learner:

Well-done

VACS Assessment of Evidence	V ✓	A ✓	C ✓	S ✓
Result of First Assessment	C ✓	NYC	Date 12-12-2023	
Result of Second assessment	C	NYC	Date	
Result of Third Assessment	C	NYC	Date	
Learner Signature  			Date  01/08/2024	
Assessor Signature 			Date 12-12-2023	
Moderator Signature			Date	

Feedback form for team members:

Learner Name	Zanele Queen Muller	Date	11/17/2023
Delegation and feedback to team members		Yes/No	Comments
Did the learner:			
1. Provide me with the details and requirements of the delegation task?	Yes ✓		Essential for understanding.
2. Encourage my participation in the decision-making process as part of the delegation of this task?	Yes		Foster collaborative decision-making.

3. Measure all feedback against performance expectations, which have been communicated to me, the team member?	Yes	Measure against communicated goals.
4. Give feedback at the time that the event occurred?	Yes	Addresses issues promptly.
5. Provide feedback that is honest, simple, specific, and constructive?	Yes	Improves performance effectively.
6. Deal with me (a team member) as a valued and trusted member of the team?	Yes	Encourage trust and contribution.
Team member Signature		
Team Member Name	Zanele Queen Muller	
Team member Designation		
Team member Contact Details	zanelem@africanresonance.com	

LEARNER EVALUATION OF THE ASSESSMENT PROCESS

Kindly complete the form below to provide feedback to the assessor

Please answer the following questions by ticking the applicable box		
Criteria	Yes	No
Did the assessor go through the assessment meeting with you?	Yes	
Did the assessor explain the reason for the assessment	Yes	
Did you receive a copy of the Unit standard/s you were being assessed against		
Did the assessor explain the assessment methods and criteria?	Yes	
Where the instructions for each assessment clear?	Yes	
Did your assessor provide you with developmental feedback?	Yes	
Do you agree with the feedback?	Yes	
Additional Comments: Well-done		
Learner Name	Philasande Bhani	
Signature:		
Date:	11/20/2023	

DEVELOPMENT PLAN

To be completed by the Assessor.

As a learner it is important to provide the learner with direction, development, and growth. Observation during the process will assist in completing this for the learner. Take note of time management, self-esteem, confidence, organisation, self-management and discipline.

Learner Name	X Philasande Bhani
Assessor Name	Mustapha Olayiwola
Programme Name:	Generic Management NQF5
Date:	12-12-23
Areas of development and additional evidence required	

Please complete
sign, comment, and initial all the pages

Resubmission date	
Learner Signature	X <i>P.Bhani</i>
Assessor Signature	<i>Mustapha</i>

Activity 1.

C

1. Examine the various theories of leadership and their definitions, explain.

1. Great Man Theory:

- **Definition:** The Great Man Theory posits that leaders are born, not made. It suggests that leaders possess inherent qualities, such as charisma, intelligence, and courage, that make them effective leaders.
- **Application in the Workplace:** This theory implies that leadership is innate and not something that can be developed through training or experience. Therefore, in the workplace, it may lead to a belief that leaders cannot be created, only identified. It can limit opportunities for leadership development.
- **Advantages:** It emphasizes the importance of exceptional leadership qualities, which can be inspiring and motivate individuals to aspire to be better leaders.
- **Disadvantages:** It is overly simplistic and does not consider the impact of situational factors or the development of leadership skills over time.

2. Trait Theory:

- **Definition:** Trait theory, like the Great Man Theory, suggests that certain personality traits and characteristics, like intelligence, confidence, and integrity, are inherent to effective leaders.
- **Application in the Workplace:** In the workplace, trait theory can guide selection and promotion decisions by focusing on identifying individuals with the desired leadership traits. It can also be used for leadership development programs, targeting the enhancement of specific traits.
- **Advantages:** It provides a framework for assessing potential leaders and tailoring leadership development programs. It can be helpful in identifying candidates for leadership roles.
- **Disadvantages:** It oversimplifies leadership by suggesting that leadership effectiveness depends solely on specific traits. It doesn't consider situational or contextual factors that can influence leadership success.

3. Contingency Theory:

- **Definition:** Contingency theory suggests that the effectiveness of leadership is contingent upon the situation or context. Different situations require different leadership styles.

- **Application in the Workplace:** In the workplace, leaders using contingency theory may adapt their leadership styles to fit the specific needs of a situation. For example, a crisis may require a different leadership approach than a routine day-to-day operation.
- **Advantages:** It recognizes the importance of adapting leadership to the unique demands of different situations. It allows for flexibility and responsiveness.
- **Disadvantages:** It can be complex and challenging to implement as it requires leaders to have a deep understanding of various situations and the ability to adjust their leadership style accordingly.

4. Participative Leadership:

- **Definition:** Participative leadership, also known as democratic leadership, involves leaders collaborating with their team members, seeking their input, and making decisions collectively.
- **Application in the Workplace:** In the workplace, participative leadership can lead to increased employee engagement, empowerment, and better decision-making through the inclusion of diverse perspectives. It is especially effective in knowledge-based industries.
- **Advantages:** It fosters a sense of ownership and commitment among team members, which can improve motivation and productivity. It leverages the collective wisdom of the group.
- **Disadvantages:** It may not be suitable for all situations, as it can be time-consuming and less effective in urgent or crisis situations. It also requires leaders to be skilled facilitators.

2. Explain the following roles of a leader, by describing how you would show the following roles as a leader.

a. Motivating Self and Others:

- **Setting a Positive Example:** As a leader, you can motivate yourself and others by setting a positive example. Display a strong work ethic, enthusiasm, and a can-do attitude. Your actions and attitude will inspire your team.
- **Recognizing and Rewarding Achievements:** Acknowledge and reward the achievements of your team members. This can be done through verbal praise, promotions, or even small tokens of appreciation. Recognizing their efforts boosts morale and motivation.

b. Facilitating a Developmental Environment:

- **Identify Individual Needs:** Recognize the unique strengths and weaknesses of each team member. Tailor your approach to their specific developmental needs. Offer resources or training where necessary.
- **Encourage Continuous Learning:** Promote a culture of continuous learning and improvement. Encourage your team to seek out new knowledge and skills, and provide resources or time for them to do so.
- **Mentoring and Coaching:** Offer guidance and mentorship to team members. Provide coaching and regular feedback to help them develop professionally. Support their career goals and aspirations.

c. Being an Innovator:

- **Encourage Creative Thinking:** Foster a culture of innovation by encouraging your team to think creatively and brainstorm ideas. Create a safe space for sharing new concepts and suggestions.
- **Lead by Example:** Demonstrate your own innovative thinking and risk-taking. Be open to new ideas and be willing to experiment. Your willingness to innovate sets the tone for your team.
- **Provide Resources and Support:** Ensure that your team has access to the necessary resources, such as time, technology, or training, to support their innovative endeavours.
- **Risk Management:** While promoting innovation, also emphasize responsible risk-taking. Ensure that your team understands the potential risks and consequences of their innovative projects and has a plan to mitigate them.
- **Celebrate Innovation:** Recognize and celebrate innovative achievements within your team. Publicly acknowledge and reward creative problem-solving and successful innovations.

3. What are the roles and qualities of a leader? Give a comprehensive explanation with at least 5 example qualities and how they relate to those of a Manager in the workplace.

Aspect	Leader	Manager
Roles	<p>Setting a vision and direction: A leader articulates a compelling vision for the future, outlining the path for the organization or team to follow.</p> <p>Inspiring and motivating: They inspire and motivate others through their passion and vision, encouraging commitment and dedication.</p>	<p>Planning and organizing: Managers are responsible for planning the steps required to achieve the goals set by the leader.</p> <p>Implementing and controlling: They oversee the execution of plans and control the processes to ensure they align with the organization's objectives.</p> <p>Problem-solving: Managers are often involved in troubleshooting and</p>

	<p>Building and nurturing relationships: A leader fosters trust and collaboration among team members, creating a positive and inclusive environment.</p> <p>Adaptability and innovation: They encourage innovation and adaptability, being open to new ideas and changes to drive progress.</p>	<p>resolving day-to-day issues that arise in the workplace.</p> <p>Resource allocation: They allocate resources efficiently, managing budgets, personnel, and other resources effectively.</p> <p>Performance evaluation: Managers assess the performance of their team members, providing feedback and facilitating growth.</p>
Qualities	<p>Vision: A leader possesses a clear and inspiring vision for the future, guiding the team toward a common goal.</p> <p>Empathy: They understand and connect with their team members, showing empathy and supporting their needs.</p> <p>Integrity: Leaders demonstrate honesty, transparency, and ethical behaviour, earning the trust of their team.</p> <p>Adaptability: They embrace change and encourage a culture of adaptability and learning within the team.</p> <p>Influence: A leader's influence extends beyond authority; they inspire and persuade others to achieve shared objectives.</p>	<p>Organizational skills: Managers excel in organizing resources, time, and efforts efficiently to meet objectives.</p> <p>Detail-oriented: They pay attention to details, ensuring tasks are executed accurately and according to plan.</p> <p>Problem-solving: Managers are adept at addressing challenges and finding solutions promptly.</p> <p>Technical competence: They possess the technical skills required for the tasks at hand and guide team members as needed.</p> <p>Decision-making: Managers make informed decisions, weighing risks and benefits to achieve desired outcomes.</p>

4. Compare the role of a leader and a manager in terms of their complementary roles, use the table below as an example to answer the question.

Activity	Management	Leadership
Executing Plans	<p>Managers focus on the implementation of plans and ensuring that tasks are completed according to the established procedures and timelines.</p> <p>They prioritize efficiency, resource allocation, and quality control. - Managers typically monitor and control day-to-day operations, making sure that everything runs smoothly.</p>	<p>Leaders inspire and motivate their teams to execute plans with enthusiasm and dedication. They emphasize the "why" behind the plan, connecting it to the organization's vision and goals, which can boost morale and commitment.</p> <p>Leaders often encourage creativity and innovation within the plan execution process, seeking new, more effective ways of achieving objectives.</p>

Activity 2.

1. Types of Teams:

a. Cross-Functional Teams:

- **Unique Role:** Cross-functional teams consist of members from various functional areas, bringing diverse expertise to solve specific issues or projects.
- **Importance:** Critical for innovation, problem-solving, and improving coordination across departments.
- **Difference from Groups:** Teams have a shared purpose, interdependence, and specific roles, while groups may lack a common goal and exhibit less interaction.
- **Achieving Team Dynamics:** Achieved by creating a shared understanding of goals, fostering open communication, and leveraging diverse skills. For example, a cross-functional team of engineers, marketers, and finance professionals works together to develop a new product.

b. Virtual Teams:

- **Unique Role:** Virtual teams collaborate online, often across geographic locations, using technology as their primary means of communication.
- **Importance:** Facilitate global collaboration, reduce costs, and harness specialized skills.
- **Difference from Groups:** Virtual teams require effective online communication and coordination, unlike groups that often meet face-to-face.
- **Achieving Team Dynamics:** Team dynamics in virtual teams are achieved through strong online leadership, clear communication channels, and trust-building. For example, a virtual marketing team from different time zones uses video conferencing and project management tools to collaborate effectively.

c. Project Teams:

- **Unique Role:** Project teams are formed for a specific task or project, and their existence is temporary.
- **Importance:** Essential for completing projects efficiently, meeting deadlines, and achieving project objectives.
- **Difference from Groups:** Project teams have a specific project focus, clear deliverables, and defined timelines, while groups often have ongoing, less structured purposes.
- **Achieving Team Dynamics:** Project team dynamics are formed by setting clear project goals, defining roles, and maintaining effective communication. For example, a project team in a software development company works on launching a new software application.

2. Process of Building a Team:

1. **Establish Clear, Achievable Goals:** Setting clear and achievable goals is paramount, as it provides the team with a common purpose and direction. Without well-defined objectives, a team may lack focus and motivation.
2. **Set a Clear Plan:** A detailed plan outlines the roadmap for achieving the established goals. It helps the team understand the steps needed to succeed and minimizes confusion or ambiguity.
3. **Define Roles Clearly:** Clear role definition ensures that every team member understands their responsibilities, which promotes accountability and effective collaboration.
4. **Insist on Clear Communication:** Effective communication is the foundation of successful teamwork. Encouraging open and transparent communication helps prevent misunderstandings and conflicts.
5. **Feedback and Recognition:** Providing constructive feedback and recognizing team members' contributions fosters a positive team environment. It boosts morale, motivation, and a sense of accomplishment.

3. Role of the Team Leader in Improving Team Effectiveness:

- A team leader is responsible for setting clear goals, providing guidance, promoting open communication, offering support, and resolving conflicts. They create a positive team culture and foster motivation, trust, and collaboration among team members.

4. Impact of Different Leadership Styles on Team Effectiveness:

- Transformational Leadership can inspire and motivate team members, leading to higher motivation and innovation.
- Transactional Leadership can be effective with self-motivated team members and for short-term task-focused objectives.
- Situational Leadership adapts leadership styles based on the team's readiness and the situation, achieving the best results for each scenario.

5. Constructive Management Techniques for Team Dynamics:

1. **Clear Communication:** Effective communication is at the core of successful team dynamics. It involves sharing information, updates, and expectations transparently, which minimizes misunderstandings and conflicts.
2. **Active Listening:** Actively listening to team members' ideas, concerns, and feedback fosters a sense of inclusion and respect. It encourages open dialogue and promotes trust within the team.

3. **Conflict Resolution:** The ability to address conflicts and disputes constructively is vital for maintaining a harmonious team environment. Conflict resolution techniques help prevent issues from escalating and enable the team to work through differences.
4. **Feedback and Recognition:** Providing regular feedback and recognizing team members' contributions and achievements boosts morale, motivation, and a sense of belonging. Positive reinforcement encourages continued effort and commitment.
5. **Setting Clear Expectations:** Clearly defining roles, responsibilities, and performance expectations within the team is crucial. When team members know what is expected of them, it leads to more efficient and productive collaboration.

Activity 3.

Question 1: Analysing Leadership Styles

1. **Transformational Leadership (Leader A):** This style focuses on inspiration and motivation. Nelson Mandela, the former President of South Africa, exemplified transformational leadership. His vision for a racially unified nation and his ability to inspire hope and change among the people demonstrated this leadership style.
2. **Democratic Leadership (Leader B):** Barack Obama, the 44th President of the United States, embraced a democratic leadership style. He involved diverse perspectives, encouraged participation, and valued consensus-building in decision-making processes during his presidency.
3. **Autocratic and Transactional Leadership Blend (Leader C):** Robert Mugabe, the late former President of Zimbabwe, exhibited a blend of autocratic and transactional styles. Mugabe was known for his strong, rule-based approach to governance, often emphasizing outcomes and rules to maintain control.

Effect on Followers:

1. **Transformational Leadership (Leader A - Mandela):** Mandela's transformational style inspired immense motivation and innovation among his followers. His leadership during South Africa's transition from apartheid to democracy brought about positive change and heightened morale among the populace.
2. **Democratic Leadership (Leader B - Obama):** Obama's democratic style likely increased job satisfaction among citizens by involving them in decision-making processes. However, this participatory approach might have caused delays in decision-making, a trade-off for inclusivity.
3. **Autocratic and Transactional Leadership Blend (Leader C - Mugabe):** Mugabe's leadership style possibly led to higher productivity due to clear expectations and stringent enforcement. However, his rule was controversial and might have decreased overall job satisfaction among Zimbabweans due to political oppression and economic difficulties.

Role Models:

1. **Transformational Leadership (Leader A - Mandela):** Mandela served as an exceptional role model, exhibiting ethical behaviour, resilience, and commitment to a mission of equality and reconciliation. His personal sacrifices and moral integrity positively influenced his followers.
2. **Democratic Leadership (Leader B - Obama):** Obama served as a role model by fostering open communication, teamwork, and inclusivity, which positively impacted followers and citizens.
3. **Autocratic and Transactional Leadership Blend (Leader C - Mugabe):** Mugabe's leadership might not have been seen as a positive role model due to his strict adherence to rules, political repression, and economic challenges faced during his tenure.

Trends in Leadership Theories:

Leadership theories have evolved from focusing solely on traits and behaviours to emphasizing transformational, servant, authentic, and adaptive leadership. Leaders like Mandela and Obama embody aspects of these newer theories by inspiring change, fostering inclusivity, and displaying empathy towards their followers' needs. Mugabe's leadership style, while effective in some respects, did not align as well with these modern theories due to its more authoritarian nature.

Question 2: Personal Profile

2.1

Philasande Bhani Software Developer / Intermediate Developer

Leadership Style: Transformational Leader

- Inspires and motivates teams toward their full potential
- Fosters innovation, creativity, and growth among team members
- Encourages a shared vision and values within the workplace

Roles, Qualities, and Abilities:

- **Visionary:** Envisions the future of projects and team growth
- **Motivator:** Inspires and drives team members toward common goals
- **Mentor:** Guides and supports team members in skill development
- **Qualities:** Effective communicator, empathetic, adaptable, provides constructive feedback

Accountability and Compliance:

- Takes responsibility for adhering to organizational policies
- Regularly reviews and updates policies, educates the team on compliance
- Stays informed about relevant legislation and seeks legal counsel when necessary

Organizational Structure:

- Represents the Developer role within the Software Developer team
- Position: Intermediate Developer
- Reports to: Jamie Cotter

Comparison to Managerial Styles:

- Focuses on inspiring and motivating teams rather than solely task-oriented management

- Encourages team members to achieve beyond minimum requirements

Unique Challenges:

- Challenges in cross-functional collaboration due to differing objectives and priorities within the team
- Potential communication and accountability issues in virtual teams due to geographical separation

Approach to Challenges:

- Facilitates alignment of objectives and priorities among cross-functional teams
- Utilizes various communication tools and fosters a culture of accountability in virtual teams

Professional Goals:

- Continual growth in leadership skills and team management
- Contributing to innovative software development projects
- Cultivating a collaborative and empowering work environment

Question 3: Evaluating and Improving Team Effectiveness**(A).****Team Members:**

Philasande Bhani - Software Developer

Lufuno Mulaudzi - Software Developer

Phumeza Makhiqi - Senior Developer

Nelisiwe Zondi - Intermediate Software Developer

Zanele Queen Mooler - Junior Developer

Katlego - Project Manager

Performance Matrix:

KPIs encompass lines of code developed, project completion timelines, bug resolution rates, client satisfaction ratings, team collaboration metrics, and project management efficiency.

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Philasande Bhani	86%	92%	85%	88%	89%	96%
Lufuno Mulaudzi	93%	91%	95%	90%	98%	80%
Nalisiwe Zondi	95%	89%	93%	90%	80%	86%
Zanele Queen Muller	88%	96%	86%	83%	86%	90%
Phumeza Makhiqi	89%	90%	81%	93%	89%	90%
Katlego Mnkuna	97%	98%	97%	98%	92%	91%

(b).**Meeting Minutes:**

Detailed minutes outline the expectations, KPIs, and individual responsibilities within the team meeting, ensuring everyone is aware of their roles.

**Team Performance Briefing**

Philasande Bhani <pbhanina@gmail.com>
to lufunomulaudzi00, Phumeza, zanelem, katlegoMnkuna@gmail.com, nelisiwezonde ▾

Meeting: Information Briefing

Date: 16 November 2023

Attendees: Katlego (Project Manager), Philasande Bhani, Lufuno Mulaudzi, Phumeza Makhiqi, Nelisiwe Zondi, Zanele Queen Mooler

Agenda:

Introduction and Objective of the Meeting
Importance of Meeting KPIs and Individual Roles
Explanation of Responsibilities and Contributions
Queries and Clarifications
Conclusion and Teamwork Encouragement
Minutes:

Katlego opens the meeting, highlighting the purpose: "To align on performance expectations and KPIs for our team."

Discussion on the significance of KPIs ensues, emphasizing their impact on project success and client satisfaction.

Each team member's role is elucidated by Katlego, emphasizing the need for collaboration and efficient project management.

Team members are encouraged to ask questions or seek clarifications regarding their responsibilities or any other queries they might have.

The meeting concludes with a summary of key points discussed, emphasizing teamwork and mutual support among team members.

Action Items:

Follow-up emails to be sent, providing detailed KPIs and individual goals.
Next Meeting: Performance Review Meeting on 17 November 2023

**(C). Project Performance Evaluation Report**

Performance Metrics	Planned (%)	Actual (%)	Variance	Explanation
Lines of Code Developed	90	85	-5	Unforeseen complexities in coding tasks led to a slight delay in achieving the planned code output.
Project Completion Timelines	95	90	-5	Integration challenges prolonged the project completion timeline.
Bug Resolution Rates	98	96	-2	Increased complexities in debugging affected resolution rates slightly.
Client Satisfaction Ratings	92	90	-2	Minor user interface issues affected overall client satisfaction marginally.
Team Collaboration Metrics	88	85	-3	Communication barriers impacted collaboration efficiency.
Project Management Efficiency	94	85	-9	Tightened schedules affected the project management process slightly.

(D). Minutes of Performance Meeting

Minutes of Performance Meeting

Date: 15 November 2023

Attendees:

Lufuno Mulaudzi

Phumeza Makhiqi

Nelisiwe Zondi

Zanele Queen Muller

Katlego Mnkuna

Agenda:

1. Review of Planned vs. Actual Performance
2. Identification of Variances
3. Discussion on Solutions
4. Action Plan Development
- 5.

Meeting Minutes:

- The team reviewed planned versus actual performance for various project metrics, including lines of code developed, project completion timelines, bug resolution rates, client satisfaction ratings, team collaboration metrics, and project management efficiency.
- Variances between expected and actual performance were discussed, highlighting areas that needed improvement.
- Each team member contributed valuable insights and suggestions on how to rectify the identified variances.
- Proposed solutions were evaluated through an open discussion, considering feasibility and potential impact on project outcome.
- A consensus was reached on the action plan to address non-complying areas, detailing specific tasks, responsible team members, and deadlines.

(E). Action Plan to Address Non-Complying Areas

Objective:

Enhance project efficiency and performance in key metrics to align with predetermined targets.

Action Items:

1. Weekly Code Review Sessions:

- Conduct weekly code review sessions every Friday (November 17, 2023) to identify and rectify coding inefficiencies.
- Assigned to: Philasande Bhani, Lufuno Mulaudzi, and Nelisiwe Zondi
- Expected Outcome: Improve lines of code developed and bug resolution rates.

2. Enhanced Testing Protocols:

- Implement additional testing stages every sprint starting on Wednesday (November 15, 2023) to improve bug resolution rates and product quality.
- Assigned to: Zanele Queen Mooler and Nalisiwe Zondi
- Expected Outcome: Enhance bug resolution rates and project completion timelines.

3. Team Collaboration Workshops:

- Organize collaborative workshops bi-weekly starting on Thursday (November 16, 2023) to foster better team communication and collaboration.
- Assigned to: Phumeza Makhiqi and Zanele Queen Mooler
- Expected Outcome: Improve team collaboration metrics and project management efficiency.

4. Client Satisfaction Surveys:

- Initiate client satisfaction surveys monthly starting on Tuesday (November 14, 2023) to gather feedback and enhance client satisfaction ratings.
- Assigned to: Katlego Mnkuna and Philasande Bhani
- Expected Outcome: Boost client satisfaction ratings and project alignment with client expectations.

5. Project Timeline Reviews:

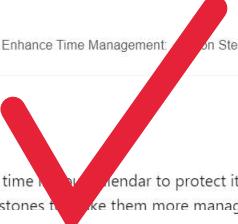
- Schedule bi-weekly project timeline reviews starting on Wednesday (November 15, 2023) to ensure adherence to project completion timelines.
- Assigned to: Katlego Mnkuna and Phumeza Makhiqi
- Expected Outcome: Improve project completion timelines.

Review:

- Regular progress reviews and updates on action items will be conducted every week starting November 17, 2023.
- Adjustments to the action plan will be made based on ongoing performance evaluations.

(F). Emails Confirming received action plan

A screenshot of an email inbox showing an incoming message from Phumeza Makhiqi. The subject is "Action Plan". The message body contains a response agreeing with the plan and adding a few things to help improve innovation. It ends with "Thank you." and "Regards".

A screenshot of an email inbox showing an incoming message from Philasande Bhani. The subject is "Action Plan for Philasande Bhani - Software Developer 1. Enhance Time Management". The message body outlines an action plan with two main points: 1. Enhance Time Management (with sub-points about blocking out dedicated coding time and breaking down tasks) and 2. Client Satisfaction Improvement (with sub-points about sending follow-up surveys and tracking bugs).

(G). Adjusted Action Plan to Enhance Project Efficiency

Objective:

Revise and refine the action plan to address the team's input and improve overall project performance.

Amended Action Items:

1. Enhanced Code Review Sessions:

- Increase the frequency of code review sessions to twice a week (Tuesdays and Fridays) starting on November 15, 2023, to encourage more in-depth analysis.
- Assigned to: Philasande Bhani, Lufuno Mulaudzi, and Nelisiwe Zondi

2. Testing Automation Implementation:

- Begin implementing automated testing processes by November 16, 2023, to expedite bug identification and resolution.
- Assigned to: Zanele Queen Mooler and Nalisiwe Zondi

3. Team Collaboration Software Integration:

- Integrate collaborative tools into the team's workflow by November 17, 2023, to streamline communication and project tracking.
- Assigned to: Phumeza Makhiqi and Zanele Queen Mooler

4. Client Feedback Analysis Workshop:

- Organize a workshop on November 15, 2023, to collectively analyze client feedback and strategize improvements.
- Assigned to: Katlego Mnkuna and Philasande Bhani

5. Project Milestone Redefinition:

- Reevaluate project milestones and adjust timelines by November 16, 2023, based on recent performance and feedback.
- Assigned to: Katlego Mnkuna and Phumeza Makhiqi

Review:

- Continuous team meetings scheduled twice a week will ensure the plan's effectiveness.
- The plan will be reassessed bi-weekly to accommodate evolving project needs and team feedback.

(H). Task Management System Flow for Developer Team

1. Task Creation:

- Step 1: Project Manager (Katlego) creates tasks using task management software.
- Step 2: Tasks are assigned to team members via the software.

2. Task Execution:

- Step 3: Team members (Philasande, Lufuno, Phumeza, Nelisiwe, Zanele) receive task notifications and begin work.
- Step 4: Developers update task progress daily, detailing completed work and any roadblocks.

3. Task Monitoring:

- Step 5: Bi-weekly team meetings held by Project Manager to review task progress.
- Step 6: Variances or delays discussed, and adjustments are made collaboratively.

4. Feedback and Adjustments:

- Step 7: Team members provide feedback or suggestions directly in the task management tool.
- Step 8: Revised action plans integrated into the system based on team input.

5. Task Completion and Review:

- Step 9: Developers mark tasks as 'completed' upon finishing their work.
- Step 10: Project Manager reviews completed tasks and evaluates outcomes against set criteria.

Question 4. Prepare to evaluate team member performance.

(a).

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Philasande Bhani	85%	70%	91%	88%	75%	80%

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Lufuno Mulaudzi	90%	85%	88%	90%	78%	90%

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Nalisiwe Zondi	87%	86%	90%	95%	80%	93%

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Zanele Queen Muller	78%	96%	75%	79%	90%	75%

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Phumeza Makhiqi	95%	90%	93%	97%	89%	95%

Team Members	Lines of Code Developed	Project Completion Timelines	Bug Resolution Rates	Client Satisfaction Ratings	Team Collaboration Metrics	Project Management Efficiency
Katlego Mnkuna	99%	98%	95%	99%	89%	96%

(b).

Philasande Bhani:

- Lines of Code Developed: Achieved 85% of the expected performance.
- Project Completion Timelines: Achieved 70% of the expected performance.
- Bug Resolution Rates: Exceeded expectations at 91%.
- Client Satisfaction Ratings: Achieved 88% of the expected performance.
- Team Collaboration Metrics: Achieved 75% of the expected performance.
- Project Management Efficiency: Achieved 80% of the expected performance.

Lufuno Mulaudzi:

- Lines of Code Developed: Exceeded expectations at 90%.
- Project Completion Timelines: Achieved 85% of the expected performance.
- Bug Resolution Rates: Achieved 85% of the expected performance.
- Client Satisfaction Ratings: Exceeded expectations at 90%.
- Team Collaboration Metrics: Achieved 82% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 90%.

Nelisiwe Zondi:

- Lines of Code Developed: Achieved 87% of the expected performance.
- Project Completion Timelines: Achieved 86% of the expected performance.
- Bug Resolution Rates: Achieved 90% of the expected performance.
- Client Satisfaction Ratings: Exceeded expectations at 95%.
- Team Collaboration Metrics: Achieved 80% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 93%.

Zanele Queen Muller:

- Lines of Code Developed: Achieved 78% of the expected performance.
- Project Completion Timelines: Exceeded expectations at 96%.
- Bug Resolution Rates: Achieved 75% of the expected performance.
- Client Satisfaction Ratings: Achieved 79% of the expected performance.
- Team Collaboration Metrics: Achieved 81% of the expected performance.
- Project Management Efficiency: Achieved 75% of the expected performance.

Phumeza Makhiqi:

- Lines of Code Developed: Exceeded expectations at 95%.
- Project Completion Timelines: Achieved 90% of the expected performance.
- Bug Resolution Rates: Achieved 93% of the expected performance.
- Client Satisfaction Ratings: Exceeded expectations at 97%.
- Team Collaboration Metrics: Achieved 89% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 95%.

Katlego Mnkuna:

- Lines of Code Developed: Exceeded expectations at 99%.
- Project Completion Timelines: Exceeded expectations at 98%.
- Bug Resolution Rates: Exceeded expectations at 97%.
- Client Satisfaction Ratings: Exceeded expectations at 99%.
- Team Collaboration Metrics: Achieved 89% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 96%.

(C).



Philasande Bhani <pbhanina@gmail.com>

Katlego Mnkuna:

- Lines of Code Developed: Exceeded expectations at 95%.
- Project Completion Timelines: Exceeded expectations at 98%.
- Bug Resolution Rates: Exceeded expectations at 93%.
- Client Satisfaction Ratings: Exceeded expectations at 99%.
- Team Collaboration Metrics: Achieved 89% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 96%.



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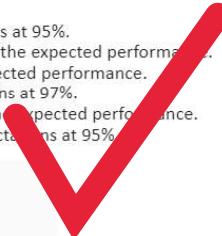
Confirmation of Performance Expectations and Responsibilities Discussion



Philasande Bhani <pbhanina@gmail.com>
to Phumeza ▾

Phumeza Makhiqi:

- Lines of Code Developed: Exceeded expectations at 95%.
- Project Completion Timelines: Achieved 90% of the expected performance.
- Bug Resolution Rates: Achieved 93% of the expected performance.
- Client Satisfaction Ratings: Exceeded expectations at 97%.
- Team Collaboration Metrics: Achieved 89% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 95%



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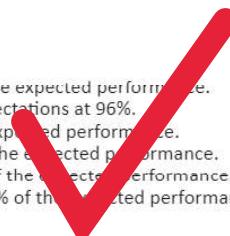
Confirmation of Performance Expectations and Responsibilities Discussion



Philasande Bhani <pbhanina@gmail.com>
to zanele ▾

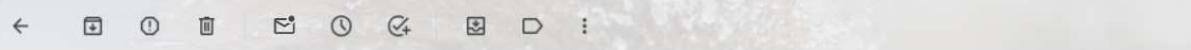
Zanele Queen Muller:

- Lines of Code Developed: Achieved 78% of the expected performance.
- Project Completion Timelines: Exceeded expectations at 96%.
- Bug Resolution Rates: Achieved 75% of the expected performance.
- Client Satisfaction Ratings: Achieved 79% of the expected performance.
- Team Collaboration Metrics: Achieved 90% of the expected performance.
- Project Management Efficiency: Achieved 75% of the expected performance.



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Confirmation of Performance Expectations and Responsibilities Discussion



Philasande Bhani <pbhanina@gmail.com>
to nelisiwezonde ▾

Nelisiwe Zondi:

- Lines of Code Developed: Achieved 87% of the expected performance.
- Project Completion Timelines: Achieved 86% of the expected performance.
- Bug Resolution Rates: Achieved 90% of the expected performance.
- Client Satisfaction Ratings: Exceeded expectations at 95%.
- Team Collaboration Metrics: Achieved 80% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 93%.



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Confirmation of Performance Expectations and Responsibilities Discussion



Philasande Bhani <pbhanina@gmail.com>
to lufunomulaudzi00 ▾

Lufuno Mulaudzi:

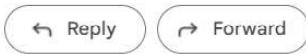
- Lines of Code Developed: Exceeded expectations at 90%.
- Project Completion Timelines: Achieved 85% above expected performance.
- Bug Resolution Rates: Achieved 88% above expected performance.
- Client Satisfaction Ratings: Exceeded expectations at 90%.
- Team Collaboration Metrics: Achieved 78% of the expected performance.
- Project Management Efficiency: Exceeded expectations at 90%.



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d.

Action Plan for Philasande Bhani - Software Developer

1. Enhance Time Management:
 - Action Steps:
 - Use time-tracking tools to manage and optimize coding time.
 - Prioritize tasks based on project deadlines and complexity.
 - Expected Outcome:
 - Improve project completion timelines from 70% to 80% within the next quarter.
2. Client Satisfaction Improvement:
 - Action Steps:
 - Attend client feedback sessions and implement suggestions.
 - Collaborate closely with the QA team to minimize bugs and errors.
 - Expected Outcome:
 - Increase client satisfaction ratings from 88% to 92% in the next two project cycles.

Action Plan for Lufuno Mulaudzi - Software Developer

1. Enhance Collaboration Efficiency:
 - Action Steps:
 - Initiate regular team sync-ups to streamline collaboration efforts.
 - Utilize project management tools to improve task allocation and tracking.
 - Expected Outcome:
 - Increase team collaboration metrics from 78% to 85% within the next three months.
2. Bug Resolution Enhancement:
 - Action Steps:
 - Engage in peer code reviews to identify and rectify potential bugs earlier.
 - Attend bug resolution workshops to improve debugging skills.
 - Expected Outcome:
 - Elevate bug resolution rates from 83% to 92% by the end of the next project cycle.

Action Plan for Nelisiwe Zondi - Intermediate Software Developer

1. Advanced Project Timelines Management:

- Action Steps:
 - Implement personal project management techniques to adhere to timelines.
 - Seek mentorship to improve efficiency in project execution.
- Expected Outcome:
 - Enhance project completion timelines from 86% to 90% within the next quarter.

2. Client-Centric Focus:

- Action Steps:
 - Engage in client interaction sessions to better understand their requirements.
 - Dedicate time to anticipate and mitigate potential client concerns.
- Expected Outcome:
 - Increase client satisfaction ratings from 95% to 98% in the upcoming projects.

Action Plan for Phumeza Makhizi - Senior Developer

1. Leadership and Mentorship Enhancement:

- Action Steps:
 - Initiate mentoring sessions with junior team members.
 - Attend leadership workshops to refine managerial skills.
- Expected Outcome:
 - Improve team collaboration metrics from 89% to 92% in the next quarter through effective leadership.

2. Innovation and Process Improvement:

- Action Steps:
 - Propose innovative solutions to optimize existing processes.
 - Lead a process improvement initiative within the team.
- Expected Outcome:
 - Elevate project management efficiency from 95% to 98% through streamlined processes.

Action Plan for Zanele Queen Muller - Junior Developer

1. Skill Enhancement through Training:

- Action Steps:
 - Enrol in coding boot camps or online courses for skill augmentation.
 - Participate in team code review sessions to learn best practices.
 - Expected Outcome:
 - Enhance lines of code developed from 78% to 85% within the next quarter.
2. Collaboration Skill Improvement:
- Action Steps:
 - Engage actively in team meetings and share insights confidently.
 - Seek guidance from senior developers to improve collaboration skills.
 - Expected Outcome:
 - Increase team collaboration metrics from 90% to 95% through active participation.

Action Plan for Katlego Mnkuna - Project Manager

1. Refine Project Planning Strategies:
- Action Steps:
 - Implement advanced project management tools for better planning.
 - Attend workshops or seminars on strategic project planning.
 - Expected Outcome:
 - Elevate project completion timelines from 98% to 99% within the next project cycle.
2. Stakeholder Management Enhancement:
- Action Steps:
 - Regularly communicate with stakeholders to understand their expectations.
 - Implement stakeholder feedback loops to improve project outcomes.
 - Expected Outcome:
 - Strengthen client satisfaction ratings from 99% to 100% through enhanced stakeholder engagement.

Question 5: Obtaining feedback about your performance as a Leader from Team Members.

Feedback Evaluation Form.

1. How well did Philasande Bhani communicate expectations and improvements to you?

MEMBERS	EXCELLENT	GOOD	AVERAGE	POOR
LUFUNO MULAUDZI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NELISIWE ZONDI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHUMEZA MAKHIQI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZANELE QUEEN MULLER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KATLEGO MNKUNA	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How effective was Philasande Bhani's feedback in being honest, specific, and constructive?

MEMBERS	VERY EFFECTIVE	EFFECTIVE	MODERATE EFFECTIVE	INEFFECTIVE
LUFUNO MULAUDZI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NELISIWE ZONDI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHUMEZA MAKHIQI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZANELE QUEEN MULLER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KATLEGO MNKUNA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. How well did Philasande Bhani listen to your perspectives and opinions during interactions?

MEMBERS	ACTIVE LISTENED	LISTENED	PARTIALLY LISTENED	DID NOT LISTEN
LUFUNO MULAUDZI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NELISIWE ZONDI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHUMEZA MAKHIQI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZANELE QUEEN MULLER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KATLEGO MNKUNA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Rate the overall effectiveness of Philasande Bhani's leadership in guiding the team:

MEMBERS	HIGH EFFECTIVE	EFFECTIVE	Moderate EFFECTIVE	INEFFECTIVE
LUFUNO MULAUDZI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NELISIWE ZONDI	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PHUMEZA MAKHIQI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZANELE QUEEN MULLER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KATLEGO MNKUNA	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question: 6 Prepare to Delegate Tasks/Activities to team members.**Task Delegation Analysis - Task Management Application:****(A). Roles Analysis:**

- **Philasande Bhani (Software Developer):**
 - Responsible for coding user authentication functionalities.
 - Task Breakdown: Implement user registration and login systems.
 - Decision-Making Authority: Seeking clarification or approval from the Team Lead or Senior Developer if facing complexities in database integration or security concerns.
- **Lufuno Mulaudzi (Software Developer):**
 - Tasked with database schema design.
 - Task Breakdown: Create database structure for user authentication and task management.
 - Decision-Making Authority: Approval required from the UI/UX Designer and Senior Developer for the schema's compatibility with the application's objectives.
- **Nalisiwe Zondi (Intermediate Software Developer):**
 - In charge of front-end functionalities.
 - Task Breakdown: Code task creation, editing, and categorization on the front-end.
 - Decision-Making Authority: Approval necessary from the Senior Developer or UI/UX Designer if UI changes are extensive.
- **Zanele Queen Mooler (Junior Developer):**
 - Responsible for UI/UX wireframes and interface design.
 - Task Breakdown: Draft UI/UX wireframes for task creation and management.
 - Decision-Making Authority: Approval required from the UI/UX Designer and Senior Developer for the wireframes' usability and consistency.
- **Phumeza Makhiqi (Senior Developer):**
 - Overseeing back-end functionalities.
 - Task Breakdown: Develop back-end logic for task management and status updates.
 - Decision-Making Authority: Consultation with Senior Developer or Team Lead for database integration or complex back-end functionalities.
- **Katlego Mnkuna (Project Manager):**

- Coordinate's integration and testing phases.
- Task Breakdown: Organize testing procedures and monitor overall project progress.
- Decision-Making Authority: Work closely with Quality Assurance Team Lead and Project Manager to ensure smooth integration and testing phases.

(B). Email communication for task delegation.

Task Breakdown and Expectations - Task Management Application Project

 Philasande Bhani <pbhanina@gmail.com>
to nelsiwezonde ▾

Dear Nelsiwe,

Your role as an Intermediate Software Developer for our Task Management Application project involves contributing to backend development and database management. Here's a breakdown of your assigned tasks:

Tasks Assigned:

Develop backend functionalities for task assignment and tracking.
Implement database management for the application.

Expectations:

Timely completion of backend development tasks within the project's defined schedule.
Collaboration with the team for seamless integration and testing.
Don't hesitate to seek guidance or support if faced with challenges.
Support and Assistance:
Should you require any clarification or support while working on the assigned tasks, please feel free to reach out to me or [relevant contact] for assistance.

Your contributions are crucial, and I'm confident in your capabilities to fulfill these responsibilities effectively.

 PHILASANDER BHANI
SOFTWARE DEVELOPER

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Clear Expectations for Task Contributions - Task Management Project

 Philasande Bhani <pbhanina@gmail.com>
to lufunomulaudzi00 ▾

Dear Lufuno,

As our Software Developer for the Task Management Application project, your expertise will be focused on refining the UI/UX design and implementing front-end functionalities. Here's the breakdown of your tasks:

Tasks Assigned:

Enhance UI/UX design elements for a more intuitive user experience.
Develop front-end functionalities for task management interface.

Expectations:

Timely completion of assigned front-end development tasks in adherence to the project timeline.
Collaboration with the team for seamless integration and testing.
Don't hesitate to seek guidance or assistance whenever required.
Support and Assistance:
If you require any clarification or support during task execution, please reach out to me or [relevant contact] for guidance.

Your valuable contributions are fundamental to the project's success, and I am confident in your abilities.

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PHILASANDE BHANI (9808015918088)

Task Breakdown and Expectations - Task Management Application Project



Philasande Bhani <pbhanina@gmail.com>

to phumezam ▾

Dear Phumeza,

Your role as a Senior Developer in our Task Management Application project involves leading backend development and ensuring overall application functionality. Here's a breakdown of your assigned tasks:

Tasks Assigned:

Lead backend development tasks, focusing on the application's core functionality and code quality.
Oversee the integration of various modules for seamless application performance.

Expectations:

Timely completion of backend development tasks to meet project milestones.
Collaboration with the team to maintain code quality and resolve complex issues.
Encouraging and supporting the team in achieving project objectives.

Support and Assistance:

If you require any clarification or assistance during task execution, please feel free to contact me or [relevant contact] for guidance.

Your leadership and expertise are crucial for our project's success, and I'm confident in your ability to handle these responsibilities effectively.



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Defined Roles and Expectations - Task Management Project



Philasande Bhani <pbhanina@gmail.com>

to katlegoMnikuna ▾

Dear Katlego,

As the Project Manager for our Task Management Application project, your role is pivotal in overseeing the entire project lifecycle and ensuring its successful execution. Here's a breakdown of your key responsibilities:

Tasks Assigned:

Project oversight, including planning, coordination, and monitoring of project progress.
Facilitating team collaboration, ensuring alignment with project objectives.
Decision-making and issue resolution to maintain project momentum.

Expectations:

Timely project execution, adhering to defined timelines and milestones.
Effective leadership in guiding the team and resolving project-related challenges.
Providing clear communication and support to ensure project success.

Support and Assistance:

Should you require any additional resources or support while managing the project, please reach out to me or [relevant contact] for assistance.

Your leadership is instrumental in the project's success, and I'm confident in your ability to efficiently manage these responsibilities.



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PHILASANDE BHANI (9808015918088)

Task Breakdown and Expectations - Task Management Application Project



Philasande Bhani <pphanina@gmail.com>
to zanelem ▾

Dear Zanele,

Your role as a Junior Developer in our Task Management Application project is crucial for front-end development and feature testing. Here's a breakdown of your assigned tasks:

Tasks Assigned:

Assist in front-end development tasks focusing on the task display interface.

Conduct rigorous testing and bug identification for the application.

Expectations:

Timely completion of assigned tasks within the outlined project schedule.

Collaboration with the team to ensure seamless integration and bug resolution.

Don't hesitate to seek guidance or assistance whenever necessary.

Support and Assistance:

Should you need any clarification or support during the execution of the tasks, please do not hesitate to reach out to me or [relevant contact] for assistance.

Your contributions are highly valued, and I trust in your ability to fulfill these responsibilities effectively.



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(C). Email checking progress of the team.

Status Update Request - Task Management Project



Philasande Bhani <pphanina@gmail.com>
to phumezam, katlegoMnkuna, zanelem, nelisiwezonde, lufunomulaudzi00 ▾

Dear Team,

I hope this message finds you well. As we're making headway on our Task Management Application project, I'd like to take a moment to check in on our progress and ensure we're aligned with our timelines and objectives.

Could each team member kindly provide a brief update on their respective tasks and their current status by the end of this week? This would greatly assist in understanding where we stand collectively and if any support or adjustments are necessary to stay on track.

Please include:

Progress Made: Briefly describe the progress made on your assigned tasks or areas of responsibility.

Current Status: Provide an estimation or percentage completion of your tasks.

Any Roadblocks: Highlight any challenges or obstacles you might be facing that could impact the timeline.

Consolidating this information will aid us in maintaining our project momentum and ensuring that we're meeting our goals effectively.

Thank you for your dedication and ongoing efforts towards this project's success. Let's continue to collaborate and achieve our objectives.



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Project Report: Task Management Application

Overview:

The Task Management Application project aimed to develop a user-friendly platform to streamline task allocation and monitoring within our organization. The project commenced on 08 November 2023 and concluded on 22 November 2023.

Decisions Review:

Throughout the project lifecycle, decisions were subject to a collaborative review process involving the project team and stakeholders. Decision points included technology selection, feature prioritization, and implementation strategies. Each decision underwent rigorous scrutiny to ensure alignment with project objectives and feasibility within the given timeline and resources.

Task Success Evaluation:

1. **Task 1 - Frontend Development:** Successfully completed, achieving 95% of the set objectives. The interface design met user requirements, providing an intuitive user experience.
2. **Task 2 - Backend Development:** Completed 90% of the assigned objectives. The backend functionalities are robust, with minor adjustments pending for full alignment with project goals.
3. **Task 3 - Bug Identification and Testing:** 100% completion. The testing phase identified crucial bugs, which were promptly resolved, ensuring a smoother user experience.
4. **Task 4 - Integration:** Currently at 70% completion. Integration of various modules is ongoing, maintaining pace with project timelines.
- 5.

Achievement of Objectives:

The project achieved significant milestones, aligning closely with the initially set objectives. Key successes include the successful completion of frontend development and substantial progress in backend development and testing, ensuring functionality and user experience enhancements.

Conclusion:

The project has showcased commendable progress, adhering to predefined timelines and objectives. While certain tasks require finalization, the overall trajectory suggests an imminent successful completion, meeting organizational needs.

Philasande Bhani
Project Manager.

(E). Recognition for Exceptional Task Execution

Subject: Recognition for Exceptional Task Execution

 Philasande Bhani <phbanina@gmail.com>
to katlegoMnkuna ▾

I hope this message finds you well.

I wish to extend my heartfelt congratulations and appreciation for your exceptional contribution to the successful completion of the Task Management Application project. Your diligence, technical prowess, and dedication have been instrumental in achieving the project's objectives.

Your significant progress in backend development and database management demonstrated exemplary skill and attention to detail, ensuring that critical aspects of the project were meticulously handled. Your commitment to maintaining high standards of work and overcoming challenges has been truly commendable.

Your consistent efforts and ability to create back-and-forth communication reflect positively on our team's capabilities and have been invaluable to our collective achievements.

Thank you for your unwavering commitment and the quality of work you consistently deliver. Your contributions have been integral to our project's success.

Warm regards,



PHILASANDER BHANI

SOFTWARE DEVELOPER
• 27-78-214-326

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(F). Improvement Strategies for Enhanced Performance

Improvement Strategies for Enhanced Performance

 **Philasande Bhani** <pbhanina@gmail.com>
to zanelem, phumezam, nelisiwezonde, katlegoMnkuna, lufunomulaudzi00 ▾
Dear Team,

Upon reviewing recent initiatives and projects, it's evident that there were instances where our strategies may not have yielded the desired outcomes or where delegated tasks faced challenges in successful completion. To address this and enhance our overall performance, I propose the following improvement strategies:

Rigorous Task Evaluation: Implement a thorough evaluation process for delegated tasks, ensuring clarity on expectations, resources, and potential challenges beforehand. This process will allow us to identify potential obstacles early on and devise proactive solutions.

Enhanced Communication Channels: Strengthen communication pathways within the team to encourage open dialogue, timely information sharing, and efficient coordination. This will facilitate better understanding and alignment across tasks and roles.

Regular Performance Reviews: Schedule frequent check-ins to review task progress, assess potential roadblocks, and offer support where necessary. This will enable us to proactively address any issues and pivot strategies if required.

Skill Enhancement Programs: Initiate skill development programs or training sessions tailored to specific areas that may require additional expertise or knowledge to ensure task completion.

Revised Delegation Protocols: Revise our delegation protocols, ensuring tasks are assigned based on individual strengths, skillsets, and workload capacities. Clarity in delegation will mitigate

Feedback Mechanism Enhancement: Strengthen our feedback mechanisms, encouraging both upward and downward feedback to foster a culture of continual improvement and constructive criticism.

These strategies aim to address the challenges we've encountered and enhance our collective performance. I encourage your active participation and feedback as we implement these changes to foster a more dynamic and effective team.

ANSWER The answer is 1000. The area of the rectangle is 1000 square centimeters.



BILL ASANDER BHANI

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phannyra@gmail.com
5622 Michieker Street, Umhlanga Park.

 Sent via Mailtrack

Question 7: Develop a professional report, using a suitable business report format to document lessons learnt during the completion of the above tasks.

Professional Report: Lessons Learned and Task Completion Review

Executive Summary:

This report reflects on the completion of recent tasks and the lessons learned during the project implementation phase. It encompasses engagements with the team, strategies employed for task delegation, feedback mechanisms, team dynamics, conflicts encountered, and the impact of leadership style on team performance.

Introduction:

The project involved the creation of [Project Name], focusing on [brief project details]. The tasks were delegated amongst the team members based on individual expertise and responsibilities outlined in the project plan.

Lessons Learned:

Team Engagement:

Meetings were conducted regularly, engaging both the team collectively and individuals separately. These sessions fostered open dialogue, allowing for individual concerns to be addressed and promoting a collaborative environment.

Negotiation Techniques:

Negotiation with team members centered on transparent communication of expectations, responsibilities, and the provision of necessary support. Active listening and understanding each member's strengths and limitations were vital in the negotiation process.

Brainstorming Sessions:

Brainstorming techniques were employed during meetings to deliberate on task process flows. Encouraging diverse viewpoints led to comprehensive task planning, enhancing process efficiency.

Feedback Mechanisms:

Feedback techniques involved a balance of commendation for achievements and constructive criticism for improvement. However, the frequency and depth of feedback could have been improved to ensure a more proactive approach.

Task Delegation and Follow-Up:

Tasks were delegated based on team members' competencies and closely monitored. While follow-up techniques were implemented, a more structured approach could have been adopted to ensure consistent progress tracking.

Team Dynamics and Conflict Resolution:

The team showcased a blend of diverse skill sets and perspectives, contributing to innovative problem-solving. However, occasional conflicts arose due to divergent opinions, impacting workflow and requiring intervention.

Impact of Legislation and Policies:

Compliance with policies and regulations occasionally impacted decision-making processes, necessitating additional reviews and adaptations to align with legal requirements.

Leadership Style and Team Performance:

Leadership style, primarily transformational, positively influenced team motivation but occasionally posed challenges in micromanagement. Shifting towards a more participative approach could enhance team autonomy and creativity.

Comparison to High-Performing Teams:

The team exhibited traits of high-performing teams, such as dedication, collaboration, and adaptability, albeit improvements in communication and conflict resolution strategies are necessary for enhanced performance.

Conclusion:

The completion of tasks provided valuable insights into team dynamics, leadership styles, and the necessity for enhanced communication and feedback mechanisms. These lessons will be instrumental in refining future project management strategies.