

## ***SUMMATIVE ASSESSMENT ACTIVITY 1: ASSIGNMENT***

### **Question 1.1**

#### **(A) Survey for Different Backgrounds, Cultures, Beliefs, Values, Race, Age, Sex, Language, and Education:**

Question	Phumeza	Nelisiwe	Lufuno	Katlego	Philasande
Cultural Background	Xhosa	Zulu	Venda	Swati	Xhosa
Religious or Spiritual Beliefs	Christian	None	Ancestral	Ancestral & Christian	Traditional
Core Values	Community, Family, Respect	Independence, Achievement, Equality	Harmony, Respect, Tradition	Connection, Faith, Tradition	Heritage, Harmony, Respect
Race or Ethnicity	Black	Black	Black	Black	Black
Age	25-30	25-30	20-25	20-25	25-30
Gender	Female	Female	Female	Male	Male
Languages Spoken Fluently	Xhosa, Ndebele, English	Zulu, Swati, English	Venda, Tsonga, English	Swati, Sotho, English	Xhosa, Zulu, English
Highest Level of Education	Bachelor's Degree in Accounting	Bachelor's Degree in Information Technology	Diploma in Computer Engineering	Bachelor's Degree in Computer Sciences	Diploma in Information Technology

**(B) Survey for Cultural Biases, Stereotypes, and Perceptions:**

**Responses based on discussions and observations:**

- a) **Phumeza:** Believes in the importance of community and may have biases towards individualistic cultures.
- b) **Nelisiwe:** May perceive certain traditional practices as superstitions due to her lack of religious beliefs.
- c) **Lufuno:** May have biases against mainstream religions due to her ancestral beliefs.
- d) **Katlego:** Likely has a nuanced understanding of both traditional and Christian practices but may face stereotypes due to his hybrid beliefs.
- e) **Philasande:** Values traditional practices and may have biases against modern approaches conflicting with cultural traditions.

**(C) Survey for Beliefs, Values, Interests, and Attitudes Toward the Workplace:**

Question	Phumeza	Nelisiwe	Lufuno	Katlego	Philasande
Workplace Values	Teamwork, Respect, Integrity	Autonomy, Innovation, Flexibility	Collaboration, Diversity, Professionalism	Support, Growth, Innovation	Tradition, Respect, Collaboration
Areas for Improvement	More opportunities for community engagement	Greater autonomy in decision-making	More recognition for diverse perspectives	Improved support for spiritual beliefs	Greater emphasis on cultural heritage
Satisfaction with Workplace Culture	Satisfied	Neutral	Satisfied	Satisfied	Somewhat Satisfied
Career Goals and Aspirations	Leadership role in community projects	Advancement in field of expertise	Develop skills in cross-cultural communication	Leadership role in promoting diversity	Preserving cultural heritage through work

#### **(D) Survey for Needs of Clients and Communities:**

##### **Client Demographics:**

Most of our clients belong to diverse age groups, reflecting the broad user base of our software solutions.

Understanding the age demographics helps tailor user interfaces and user experiences to suit different age groups' preferences and technological proficiency levels.

##### **Client Preferences:**

Clients express varying degrees of comfort with traditional versus modern software solutions.

This indicates the need for offering a range of software solutions, from traditional desktop applications to modern web and mobile apps, to cater to diverse client preferences.

##### **Linguistic Diversity:**

Communities served by our software solutions exhibit diverse linguistic backgrounds.

Providing multilingual support in our software interfaces and documentation is essential to ensure inclusivity and accessibility for users worldwide.

##### **Cultural Sensitivity:**

Community members value initiatives promoting cultural sensitivity and inclusivity in software development.

This highlights the importance of incorporating diverse perspectives into our software design and development processes and fostering a culture of inclusivity within our development team.

## Question 1.2

1.

### Title: Understanding Diversity and Discrimination in Our Team

#### Introduction:

Diversity is a cornerstone of our team, comprising individuals from various backgrounds, cultures, beliefs, values, races, ages, genders, languages, and educational levels. This research aims to delve into the complexities of diversity within our team, identify potential discrimination issues, explore strategies to address them, and assess the implications of diversity on internal and external relationships.

#### a. Definition of Diversity in Our Team:

Our team embodies diversity in multiple dimensions:

- **Backgrounds:** Varied personal and professional backgrounds contribute to a rich tapestry of experiences.
- **Cultures and Beliefs:** Members hail from diverse cultural backgrounds and hold different religious or spiritual beliefs.
- **Values:** Values such as community, independence, harmony, and tradition are represented within the team.
- **Race, Age, and Gender:** The team comprises individuals of different races, ages, and genders, reflecting broader societal diversity.
- **Language and Education:** Fluency in multiple languages and varying levels of education further enrich our team's diversity.

#### b. Discrimination and Its Impact on Team Performance:

Discrimination based on differences in backgrounds, cultures, beliefs, race, age, gender, etc., can manifest in various forms such as:

- Stereotyping: Making assumptions about individuals based on stereotypes associated with their backgrounds.
- Prejudice: Holding preconceived notions or biases against certain groups.
- Exclusion: Marginalizing individuals or groups based on perceived differences.
- Microaggressions: Subtle acts or comments that demean or belittle individuals from marginalized groups.

**Such discrimination can lead to:**

- Decreased morale and team cohesion.
- Impaired communication and collaboration.
- Reduced productivity and innovation.
- Increased turnover and absenteeism.

**c. Discrimination Management Practices:**

To address discrimination, our team can implement various practices:

- Training and Education: Conduct workshops and training sessions to raise awareness about unconscious biases and promote cultural sensitivity.
- Establishing Clear Policies: Implement policies that explicitly prohibit discrimination and provide channels for reporting and addressing incidents.
- Promoting Inclusive Practices: Foster an inclusive culture where every team member feels valued and respected, regardless of their differences.

- Encouraging Open Dialogue: Create opportunities for open discussions about diversity and discrimination, allowing team members to share their experiences and perspectives.

#### **d. Implications of Diversity on Internal and External Relationships:**

Internally, embracing diversity can:

- Foster creativity and innovation.
- Enhance problem-solving capabilities.
- Improve employee satisfaction and retention. Externally, diversity can:
- Enhance customer satisfaction and loyalty.
- Enable better understanding and connection with diverse client bases.
- Contribute to positive brand reputation and image.

#### **e. Cultural Biases, Stereotypes, and Perceptions:**

Through our research, we identified various cultural biases, stereotypes, and perceptions within the team, such as:

- Stereotypes about certain cultures' work ethic or communication styles.
- Biases against individuals with different religious or spiritual beliefs.
- Perceptions of superiority or inferiority based on race, age, or gender.
- Misconceptions about the capabilities or preferences of individuals from diverse backgrounds.

These biases and perceptions can influence how people interact with diversity, leading to misunderstandings, conflicts, and barriers to collaboration.

**f. Value Added to the Team and Customers Through Diversity:**

Diversity brings numerous benefits to both the team and customers:

- Diverse perspectives lead to more comprehensive problem-solving and decision-making.
- Enhanced creativity and innovation fostered by exposure to different ideas and experiences.
- Improved customer satisfaction through personalized and culturally sensitive service.
- Greater adaptability and resilience in the face of challenges and changes.
- Strengthened relationships and partnerships built on mutual respect and understanding.

**g. Meeting the Needs of Team Members, Clients, and Communities:**

To achieve our goals and objectives, we can:

- Tailor training and development programs to address the specific needs and preferences of team members.
- Implement diversity initiatives that cater to the diverse needs of our clients and communities.
- Engage with community stakeholders to understand their priorities and concerns and develop solutions collaboratively.
- Regularly assess and adapt our practices to ensure they remain inclusive and responsive to evolving needs.



## 2. Evidence of the completed questionnaires and Interviews





### Feedback on Questionnaire



Nelisiwe Precious Zondi  
To Philasande Bhani



Completed Questionnaire.docx  
47 KB

 Reply  Reply All  Forward 

Dear Philasande

Please kindly receive the attached completed document.  
Thank You

Warm regards  
Nelisiwe

### Survey question.



Completed  
Questionnaire.pdf

### Question 1.2

**Arrange a discussion meeting with your team in which you discuss the following:**

## **Minutes of Team Meeting on Diversity and Inclusion**

Date: 09/02/2024

Time: 08:00 - 09:20

Location: Warthog Boardroom

### **Attendees:**

Philasande Bhani

Phumeza Makhiqi

Nelisiwe Zondi

Lufuno Shelly Mulaudzi

Katlego Nkuna

### **Discussion Points:**

#### **a. Viewpoints Raised by Members:**

Phumeza emphasized the importance of community and family values in fostering teamwork, highlighting the significance of respect and harmony.

Nelisiwe expressed concerns about biases and stereotypes affecting team dynamics, particularly related to misconceptions about non-believers.

Lufuno highlighted the need for greater recognition of diverse perspectives within the team, emphasizing the importance of understanding and respecting ancestral beliefs.

Katlego shared experiences of navigating hybrid cultural beliefs and challenges it poses in maintaining harmony within the team.

Philasande emphasized the significance of traditional values in maintaining cohesion within the team, stressing the importance of preserving cultural heritage.

#### **b. Disagreements Encountered:**

Disagreements arose regarding the impact of cultural biases on teamwork and collaboration, with varying opinions on the extent of their influence.

Differences of opinion were noted regarding the effectiveness of current diversity initiatives within the team, particularly in addressing religious and cultural diversity.

#### **c. Acknowledgment of Disagreements:**

Disagreements were acknowledged openly and respectfully, ensuring each team member had an opportunity to voice their perspective.

Facilitator encouraged active listening and empathy to ensure all viewpoints were heard and respected.

#### **d. Discrimination Nature of Disagreements:**

Instances of subtle discrimination observed in the form of microaggressions and stereotypical remarks, particularly related to religious and cultural beliefs.

Facilitator intervened promptly to address discriminatory language or behaviour, reminding team members of the commitment to inclusivity and respect.

**e. Learning and Improvements for Team Cohesion:**

Deeper understanding gained of diverse backgrounds and perspectives within the team, leading to increased empathy and appreciation for each other's differences.

Importance of empathy, active listening, and open communication in fostering inclusivity and cohesion emphasized.

Actionable steps identified to improve diversity training program and promote cultural sensitivity, including tailored workshops and ongoing dialogue sessions.

Commitment made to ongoing dialogue and monitoring progress to ensure sustained improvement in team cohesion.

**Next Steps:**

Revisit diversity training program to incorporate learnings from discussion and address specific concerns raised by team members.

Schedule regular check-ins to monitor progress and address ongoing concerns related to diversity and inclusion.

Meeting Adjourned at 09:20.

**Minutes Recorded By: Philasande Bhani**

## ***SUMMATIVE ASSESSMENT ACTIVITY 2: ASSIGNMENT***

### Activity 2.

#### **1. The completed letter in suitable format.**



Letter to  
Management.pdf

#### **2. The Addendums.**



Addendums.pdf

3. An email confirming delivery of the letter to Management.

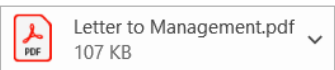
Submission of Conflict Resolution Proposal



Philasande Bhani  
To Caron Elferink

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Sat 2024/02/10 10:07



Dear Caron,

I trust this email finds you well.

I am writing to inform you that I have prepared and submitted a letter addressing potential sources of conflict within our team, along with proposed strategies for effectively managing and resolving these issues. The attached letter outlines the observations made and offers recommendations aimed at fostering a positive work environment conducive to productivity and collaboration.

In the letter, I have highlighted the importance of recognizing and addressing conflicts arising from various sources, such as differing perceptions, communication breakdowns, and interpersonal dynamics. By implementing the strategies outlined, I believe we can mitigate potential conflicts and promote harmony within the team.

I welcome the opportunity to discuss the contents of the letter with you further and to explore how we can proceed in implementing the recommended strategies. Your feedback and insights on this matter would be appreciated as we work towards achieving our shared goal of maintaining a cohesive and effective team.

Thank you for your attention to this important issue. I am available to meet at your earliest convenience to discuss this matter further.



## Activity 2.3

Acquire or create your own evaluation of your skills as a Conflict Manager. Analyse your current skills and attributes against those required for a Conflict Manager.

### 1. A completed skills and attribute audit

SKILL/ATTRIBUTE	RATING (1-5)
COMMUNICATION SKILLS	4
EMPATHY	5
PROBLEM-SOLVING SKILLS	3
NEGOTIATION SKILLS	4
EMOTIONAL INTELLIGENCE	5
PATIENCE	4
LEADERSHIP	4
ADAPTABILITY	5
MEDIATION SKILLS	3

**2. A list of personal attributes of a Good Conflict Manager.**

- Excellent communication and empathy
- Strong problem-solving and negotiation skills
- High emotional intelligence and patience
- Effective leadership and adaptability
- Proficiency in mediation techniques and decision-making

**3. A list of negative attributes that should be avoided.**

- Poor communication and empathy
- Weak problem-solving and negotiation skills
- Low emotional intelligence and patience
- Ineffective leadership and adaptability
- Inexperience or lack of proficiency in mediation techniques



**4. A comparison of your own skills and attributes against those required for a Good Conflict Manager and what you will do to develop the gaps.**

To bridge the identified gaps in my conflict management skills, I have outlined a focused development plan. Firstly, I intend to enrol in dedicated conflict resolution training programs to enhance my proficiency. Additionally, seeking mentorship and constructive feedback from experienced individuals will provide invaluable guidance. Moreover, I aim to actively practice techniques such as active listening and empathy-building to better understand and address underlying issues. Engaging in role-playing scenarios will offer practical experience in managing diverse conflict situations. Furthermore, taking on leadership roles within projects will allow me to refine my conflict resolution skills in real-world scenarios. Lastly, I am committed to regularly seeking feedback to continuously assess and improve my conflict management approach. Through these concerted efforts, I am confident in my ability to grow and contribute effectively as a Conflict Manager.

### ***SUMMATIVE ASSESSMENT ACTIVITY 3: ASSIGNMENT***

#### **Activity 3.1**

1.1 A formal preparation document in which you document the preparation done in No. 1, in logical order, using suitable display methods for the information prepared.



Prepare for  
Negotiation.pdf

2.1 A report in which you describe the events during the facilitation.



Report on  
Negotiation Facilitatio

2.2 Video.



video.mp4

### 3.1 An email stipulating the agreements to all Stakeholders.

#### Finalized Agreements Reached in Negotiation Process



Philasande Bhani

To 'Phumeza Makhqi'; Lufuno Shelly Mulaudzi; Nelisiwe Precious Zondi; Katlego Nkuna



Dear Stakeholders,

I hope this email finds you well.

I am pleased to inform you that following constructive negotiations, we have successfully reached agreements on several key points to address the recent conflicts within our team. Your participation and input throughout this process have been invaluable, and I thank you for your dedication to resolving these issues collaboratively.

The finalized agreements are as follows:

Reinstatement of Work Hours:

Effective immediately, work hours will be gradually reinstated to pre-conflict levels over the next two weeks.

This decision aims to alleviate any undue burden placed on our team members due to recent adjustments.

Conflict Resolution Workshops:

In the coming month, we will organize and conduct mandatory conflict resolution workshops for all team members.

These workshops will focus on enhancing communication skills, fostering empathy, and developing strategies for managing conflicts effectively.

Mediated Discussions:

To address any remaining interpersonal tensions within the team, we will facilitate mediated discussions between conflicting parties.

Trained mediators will help facilitate constructive dialogue and seek mutually acceptable solutions to ongoing conflicts.

I trust that these agreements reflect our collective commitment to fostering a positive and productive work environment.

Implementation details and timelines will be communicated to you at the right time, and I encourage your continued support and cooperation as we work towards achieving our shared goals.

Thank you once again for your participation and collaboration throughout this process. Should you have any questions or concerns, please do not hesitate to reach out to me directly.



PHILASANDE BHANI

SOFTWARE DEVELOPER

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Sandton

## 4.1 Negotiator Skills Evaluation Form



Negotiator Skills  
Evaluation Form.pdf

## 4.2 Reflection on Negotiation Process:

### a. Strengths and Weaknesses:

Strengths: Demonstrated strong communication and empathy skills, effectively facilitated constructive dialogue, and maintained professionalism throughout negotiations. Weaknesses: Experienced challenges in managing time constraints and addressing deeply rooted interpersonal conflicts.

### c. Achievement of Prepared Negotiation:

The prepared negotiation was partially achieved, with agreements reached on key points such as reinstating work hours and implementing conflict resolution workshops. However, further progress is needed to fully address underlying interpersonal tensions.

### d. Opportunities for Improvement:

Incorporate conflict resolution training for negotiators to enhance skills in managing complex interpersonal conflicts.

Implement feedback mechanisms to gather input from stakeholders and assess the effectiveness of negotiation strategies.

Explore the use of external mediators or facilitators to provide impartial guidance in resolving entrenched disputes.

**e. Overall Reactions of Parties:**

Stakeholders expressed appreciation for the collaborative approach taken in negotiations and the commitment to finding mutually beneficial solutions. However, some individuals expressed frustration over the pace of progress and the complexity of underlying issues.

**f. Areas for Improvement as a Negotiator:**

Improve time management skills to ensure efficient use of negotiation sessions.

Enhance skills in managing highly emotional situations and facilitating consensus among conflicting parties.

Continuously seek opportunities for professional development and refinement of negotiation techniques.