

Q: 1: Short Questions: (25)

i. What is a team?

“A group of people with a high degree of interdependence geared toward the achievement of a goal or the completion of a task.”- Glenn Parker. Team members that agree on a goal and work towards it simultaneously.

ii. Outline some common types of teams.

Functional teams, troubleshooting teams, Project teams, task force teams and self-managed teams.

iii. What are norms? How do norms help teams in their effective organisation?

Norms are effective relationship guidelines that build gradually. They help by helping team members develop a certain way to interact with each other.

iv. Discuss some advantages of teams. How do teams help employees to grow?

There's a bigger level of satisfaction and or dissatisfaction when it comes to decisions because the members had a hand in making them. The participation of making decisions together can help the employees grow.

v. What are the five stages of team development?

The five stages of team development are: Forming, storming, norming, performing and adjourning.

Q: 2: Outline the characteristics of a good team leader. (5)

1 Promote enthusiasm.

2. Assure conflicts and issues are resolved.

3. Encourage taking part and communicating.

4. Keep meetings in control.

5. Assure that the team is progressing.