



Level 4

Sample

Teamworking

STUDENT WORKSHEETS





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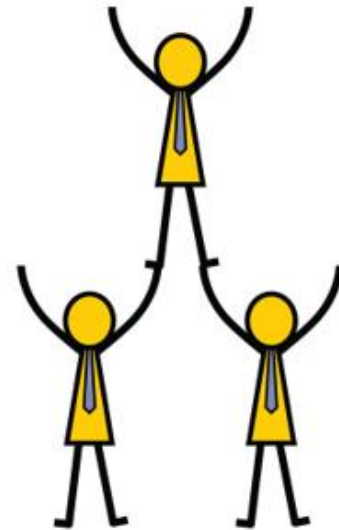
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Assessment Brief 1

Component title:	Teamworking
Component code:	4N1169
Assessment technique:	Collection of work
Assessment title:	Team Theory
Assessment number:	1
Weighting:	Collection of work 50%

Guidelines:

Compile a collection of evidence to demonstrate the following:

1. A description of the concept of team working and its advantages and disadvantages
2. An identification of the basic stages of teamwork and the developmental stages of a team.
3. Identification of different types of teams
4. An understanding of the different team roles
5. A knowledge of some skills for effective team work

Assessment criteria:

- Discussions may be recorded.
- Work should be clearly presented; grammar and spelling should be correct.
- You should conduct yourself in a manner that shows you have an understanding of teamworking.
- Participation in all teamworking activities is essential.
- Include your own role in the current learning environment.
- Photographic / video evidence may be required.



Date brief was issued:

Submission date:

I confirm that this is my original work.

Signed:

Date:



This section is a theory section. However, while you are working through this section, keep in mind how these aspects will apply when you do your skills demonstrations.

Teams and Team working

Being in groups is part of everyday life and many of us will belong to different groups, for example: family groups, social groups, sports groups, committees, etc.

1. Complete the sentences:

leadership, ability, complement, unison, projects, accomplish

- a) The definition of a team is any group of people organised to work together interdependently and cooperatively to a purpose or a goal.
- b) The to work as part of a team is one of the most important skills at work.
- c) Employers are looking for workers who can contribute their own ideas, but who can also work well with others to create and develop plans and .
- d) Learning the value of teamwork and becoming an effective member of a team is an important first step to developing skills.
- e) The team members must each other.
- f) All team members should help each other and work in .



(Practice)



Stages of Team Development

1. Briefly describe these stages of team development.

#1 FORMING STAGE

#2 STORMING STAGE

#3 NORMING STAGE

#4 PERFORMING STAGE

#5 ADJOURNING STAGE

(5 marks)

2. Write the stages below:

(Practice)



Look up these stages on the Internet.



Skills for Effective Teamwork

1. What are important communication skills for effective team work?

(1 mark)

2. What are important listening skills for effective team work?

(1 mark)

3. Nonverbal communication plays a large role in team working. What messages are conveyed here?



(Practice)



Online, read about teamwork and nonverbal communication.



1. What is the impact of personality types on a team?



(2 marks)

2. Read about how personality types can have an impact on team working. Complete the sentences.

patience, public, popular, centre, relied, ideas

The Visionary is creative and resourceful. They get very excited about new and projects, but may neglect the more routine aspects of the team project.

The Caregiver is warm-hearted and conscientious. They tend to put the needs of others over their own needs, and are often team members. They feel a strong sense of responsibility and can therefore be upon. However, they need positive reinforcement to feel good about themselves.

The Performer is people-oriented and fun-loving. They bring fun and light-heartedness to the team. They love new experiences, but dislike theory. They are often likely to be the tion in social situations.

The Executive is assertive and outspoken. They are driven to lead. They have the ability to understand difficult organisational problems and create solutions. They are often well-informed, and good speakers. They may have little for inefficiency or disorganisation.

(Practice)

WWW

Use the Internet to read up on different personality types.



SWOT Analysis is a useful technique for understanding your **Strengths** and **Weaknesses**, and for identifying both the **Opportunities** open to you and the **Threats** you face.



3. Considering your strengths, weaknesses and personal skills, what opportunities might be open to you in a team work setting?

(Practice)

4. Considering your strengths, weaknesses and personal skills, what threats might you face in a team work setting?

(Practice)



More information on SWOT analysis is available here:
https://www.mindtools.com/pages/article/newTMC_05.htm



Teamworking at Work

1. Look at the job ad below. Why do you think this employer has included 'must work well as part of a team'?

Jobs available: Waiters and waitresses, experience preferable, full training provided, competitive rates. Applicants must work well as part of a team. Please email Carol for an application form:

carol@meadowhotel.ie



(Practice)

2. Choose a work environment:

3. Give specific examples of how teamworking could improve this work environment.

(Practice)





Team objectives

1. Read the infographic:



2. What must objectives be? (e.g. SMART objectives)

(Practice)

3. What is the importance of setting team objectives?

(Practice)

4. How will the team evaluate progress?

(Practice)



5. Complete the sentences about giving constructive feedback.

understand, possible, better, appropriate, help, blame, personal, person

- a) Consider the needs of others. Feedback is meant to a team member to improve something specific.
- b) Separate the 'deed' from the 'doer'. Give feedback on the content or behaviour, while keeping safe the value of the .
- c) Do not focus on style, habits, or personal characteristics. Rather, focus on behaviour that directly applies to the team project.
- d) To give insight, the person must clearly what behaviour / activity is being discussed, so be specific.
- e) Give feedback as soon as after the ineffective behaviour or activity is displayed.
- f) Choose an environment and time to give feedback.
- g) Assume your fair share of the responsibility as part of the team. Do not team members.
- h) Provide ideas, suggestions, options, and opportunities as to how the person can perform .

(Practice)





Team Contract



1. Highlight the correct words.
- a) There are five stages of team development: forming, **storming / dorming**, norming, performing, and adjourning.
 - b) The **adjourning / norming** stage is characterised by an agreement on procedures, and an increase in unity.
 - c) To **hinder / accelerate** a team's development, a team contract is devised to establish procedures and roles.
 - d) The contract helps to move the team into the **performing / forming** stage.
 - e) The contract also helps to focus the team **members / leader** on a definite task.
 - f) To avoid team members believing they are receiving too little / too much work to do, devise a well-formulated team **meeting / contract**.
 - g) Once your team contract has been **developed / cancelled**, your team is ready to start working on collaborative assignments.
 - h) If the team is not working as well as anticipated, some of the procedures or roles in the **team / contract** may need to be revisited or amended.

(Practice)





Conflict Resolution

Describe the conflicts that arose, the conflict resolution strategies used and how you handled these conflicts.



Complete the table:

What conflicts arose?	How did you handle them?	What resolution strategies did you use?

(Collection of work - 4 marks)



Use the Internet to find more information on conflict resolution.



Team working
4N1169

Marking sheet
Collection of work 50%

Learner's name:

Assessment Criteria	Max mark	Learner's mark
Team work theory		
Concepts of team working Experience of a team Definition of team working Types of teams Definition of one type of team Advantages and disadvantages of team work Contribution of the individual	1 marks 2 marks 2 marks 1 mark 2 marks 2 marks	
Team development Stages of team development Skills for effective team work Team roles	5 marks 3 marks 2 marks	
Personal audit Personality types (own) Impact of personality types Strengths, weaknesses, impact on team Personal goals (long term - 1 mark, short term - 1 mark) Team game reflection	2 marks 2 marks 5 marks 2 marks 4 marks	
Reflection of own role Importance of own role Listening skills Communication skills Questioning Building trust Turn-taking Conflict resolution	2 marks 2 marks 2 marks 1 mark 2 marks 2 marks 4 marks	
Total	50 marks	



APPENDIX 5: MEETING NOTES

(use for more than one meeting)

How well did you listen to others?	
Did you have an awareness of the opinions and ideas of others?	
What was the progress reported on former goals?	
Were new goals set?	
Write one team goal.	
Write one individual goal.	
What problem was identified?	
Which problem-solving strategies were used?	
Did you suggest any solutions?	
Was there any conflict? If yes, describe.	
What conflict resolution strategies were used?	
Did you act as an appropriate team member?	
What was your role in the team?	
What tasks do you need to carry out?	
Did your strengths and weaknesses affect team performance?	
What feedback did you give?	
What feedback did you receive?	
Interpret your feedback.	
General evaluation	

(Skills demonstration)



Learning Outcomes of Level 4 Teamworking 4N1169

Learners will be able to:

1. Describe the functions of teamworking, to include its advantages and disadvantages, and identification of different types of teams [Page 8 \(teams and team working\)](#), [Pages 9 and 10 \(definition of team working, types of teams\)](#), [Page 11 \(advantages and disadvantages of team working\)](#), [Page 12 \(effective and ineffective team work\)](#), [Page 34 \(other teams, why team working is important\)](#)
2. Outline the contribution of an individual to a team [Page 13 \(individual contribution\)](#), [Pages 51 and 52 \(reflection of own role\)](#)
3. Identify personal strengths and weaknesses as a member of a team [Pages 28 to 30 \(strengths and weaknesses\)](#)
4. Identify the principal elements and stages of team development, to include roles and impact of personality types [Page 14 \(stages of team development\)](#), [Pages 15 to 18 \(skills for effective team work\)](#), [Page 19 \(team work practice\)](#), [Pages 20 to 22 \(roles\)](#), [Pages 25 to 27 \(personality types\)](#), [Page 33 \(team game and evaluation\)](#)
5. Assist in setting team objectives and on-going evaluation of progress [Pages 31 and 32 \(personal goals\)](#), [Page 54 \(goals\)](#), [Team Contract](#), [Meeting Notes](#), [Tutor/Facilitator's Report](#)
6. Participate in core teaming activities, to include listening to others, communication, problem solving, finding solutions and conflict resolution [Page 38 \(team project ideas\)](#), [Page 39 \(team objectives\)](#), [Pages 42 and 43 \(team contract\)](#), [Pages 44 and 45 \(team communication\)](#), [Page 46 \(team evaluation, meeting notes\)](#), [Page 47 \(tutor report\)](#), [Page 53 \(conflict resolution\)](#), [Page 56 \(problem solving\)](#), [Page 57 \(overall thoughts/insights\)](#), [Meeting Notes](#), [Team Collaboration Rubric](#), [Tutor/Facilitator's Report](#)
7. Demonstrate awareness of other team members ideas and opinions [Team Contract](#), [Team Collaboration Rubric](#), [Tutor/Facilitator's Report](#)
8. Participate in feedback loops, i.e. giving and accepting appropriate feedback [Page 33 \(team game and evaluation/feedback\)](#), [Pages 40 and 41 \(feedback advice\)](#), [Page 55 \(feedback\)](#), [Team Collaboration Rubric](#)
9. Work effectively as a member of a team [Pages 38 to 57 \(team project\)](#), [Meeting Notes](#), [Team Collaboration Rubric \(for self\)](#)



Weighting Example

Collection of Work 50%

1. Teams and team working (information, types, advantages & disadvantages, etc.)
2. Stages of team development
3. Skills for effective team work
4. Team roles
5. Personality types
6. Strengths and weaknesses
7. Goals
8. Team game evaluation
9. Team contract
10. Types of communication
11. Reflection of own role
12. Conflict resolution
13. Meeting notes



Skills Demonstration 50%

1. Team work practice
2. Team work project ideas - discussion
3. Team objectives
4. Giving feedback
5. Receiving feedback
6. Team contract
7. Team evaluation
8. Tutor's report
9. Team goals / Personal goals
10. Evaluation of own effectiveness
11. Team working rubric
12. Team collaboration rubric
13. Meeting notes