education

Lefapha la Thuto la Bokone Bophirima
Noordwes Departement van Onderwys
North West Department of Education
NORTH WEST PROVINCE

GRADE 12

TERM: 2

REVISION ACTIVITIES: TEAM PERFORMANCE ASSESSMENT & CONFLICT MANAGEMENT

2020

BUSINESS STUDIES

Sources: DBE Previous Exam Papers and other sources

Introduction:

- This document provides questions from previous DBE question papers intended to assist learners and teachers in focused revision.
- It addresses term 2 content from the broad topic Business Roles which covers team performance and conflict management.
- It seeks to address content which is in the Examination Guideline 2020 and possible questions drawn from Questions 4, Questions 9 and partly on Questions 6 (Miscellaneous) of past DBE papers and other sources.
- The document will be helpful to assist learners in preparing for the new Paper 2 question paper.

Tips:

Study your notes based on a particular topic and try and answer questions to prepare thoroughly for the examination.

Do not look check answers from the marking guideline before. Use it to mark yourself only after own responses are provided.

Trying to answer questions will expose you to different approaches in which same content can be asked.

TRY TO PRACTICE THE FOLLOWING QUESTIONS:

QUESTION PAPER	QUESTIONS
June 2015	Q6 Miscellaneous where applicable
November 2015	Q4 and Q6 Miscellaneous where applicable
March 2016	Q9: essay
June 2016	Q4 and Q6 Miscellaneous where applicable :
Nov 2016	Q4 & Q6 Miscellaneous where applicable
March 2017	Q4 and Q6 Miscelleneous where applicable
June 2017	Q9: essay
Nov 2017	Q4
March 2018	Q9: essay
June 2018	Q4
Nov 2018	Q4
June 2019	Q4 and Q6 Miscelleneous where applicable
Nov 2019	Q6 and Q9: essay on investment & presentation

TEAM PERFORMANCEASSESSMENT AND CONFLICT MANAGEMENT

QUESTION 6 **DBE SCE JUNE 2015**

6.5 Identify the stages of team development illustrated in the following scenarios:

6.5.1 Team members have differences of opinion, but resolve them quickly in order to achieve their goals. (1)

6.5.2 Team members are not working together as they are competing for the team leader's position. (1)

6.6 Discuss the following as criteria which can be used to assess successful team performance:

6.6.1 Interpersonal attitudes and behaviour (6)

6.6.2 Shared values (6)

QUESTION 4 **DBE NOVEMBER 2015**

4.3 Discuss the FOUR stages of team development. (12)

QUESTION 6 **DBE NOVEMBER 2015**

6.4 Suggest ways in which businesses can deal with difficult people or different personalities. (10)

6.5 You are part of the 'Dream Big' community project team. The success of this project depends on the effectiveness of the team. Discuss any THREE criteria for successful teams. (9)

QUESTION 9 (CONFLICT MANAGEMENT AND DIVERSITY) **DBE MARCH 2016**

Businesses employ workers from different cultural backgrounds and beliefs, which may lead to conflict in the workplace. Employees are also expected to work together in teams, which may intensify conflict.

Refer to the statement above and elaborate on the following in the workplace:

- Discuss possible causes of conflict.
- Identify and explain the team development stage in which conflict is most likely to take place.
- Suggest ways in which businesses can deal with difficult people.
- Analyse the benefits of a diverse work force to businesses. **[40]**

QUESTION 4 **DBE SCE JUNE 2016**

4.3 Read the scenario below and answer the questions that follow.

TREVOR TYRES LTD(TT)

Trevor Tyres Ltd(TT) employ workers from diverse backgrounds. Some workers find it difficult to tolerate others beliefs and values. Many workers fight over the use of the businesses' limited resources and some ignore business rules.
Management refuses to address the workers' concerns, despite a formal complaint being lodged by some workers.

4.3.1 Quote FOUR causes of conflict in the scenario above. (4)

4.3.2 Recommend ways in which Trevor Tyres Ltd can address EACH of the causes of conflict referred to in QUESTION 4.3.1 (8)

4.4 Discuss FOUR stages of team development.. (8)

QUESTION 6 **DBE SCE JUNE 2016**

6.6 Explain the characteristics of successful teams. (6)

6.7 Suggest ways in which businesses may deal with difficult people/personalities. (8)

QUESTION 4 **DBE NOVEMBER 2016**

4.1 State FOUR causes of conflict in the workplace. (4)

4.6 Identify the stage of team development applicable in EACH of the following statements:

4.6.1 Team members question each other's ideas and opinions.

4.6.2 The team has direction without interference from leader.

4.6.3 Team members are comfortable and learn more about each other. (3x2) (6)

QUESTION 6 **DBE NOVEMBER 2016**

6.6 Recommend ONE strategy that could be used when dealing with the following difficult personalities:

6.6.1 Aggressive (2)

6.6.2 Complainer (2)

6.7 Explain the characteristics of successful teams. (4)

QUESTION 4: BUSINESS ROLES **DBE-FEB/MARCH 2017**

4.2 Explain how businesses should handle conflict in the workplace. (8)

4.5 Discuss the following criteria for assessing successful team performance:

4.5.1 Interpersonal attitude and behaviour (2)

4.5.2 Communication (2)

4.6 Elaborate on the importance of team dynamic theories in improving team performance. (4)

QUESTION 6: BUSINESS ROLES **DBE-FEB/MARCH 2017**

6.8 Mr Nel is employed as a sales representative. He is subjected to unfair treatment in the workplace. Explain the correct procedure that he should follow to deal with his grievance. (8)

QUESTION 9: BUSINESS ROLES (TEAM PERFORMANCE AND CONFLICT MANAGEMENT)
DBE SCE JUNE 2017

Teamwork plays an important role in achieving business goals and objectives. Businesses spend large amounts of money and time on team building exercises and projects. Teams may consist of people from diverse backgrounds which may sometimes cause conflict.

As a team performance analyst, provide detailed information on the following:

- Explain any THREE criteria for successful team performance.
- Discuss the different stages of team development.
- Describe the causes of conflict that may arise in the workplace.
- Advise businesses on the steps to be applied when resolving conflict in a team. **[40]**

QUESTION 4: **DBE NOVEMBER 2017**

4.5 Describe THREE criteria for assessing successful team performance. (9)

4.7 Mr Cloete was treated unfairly in the workplace and decided to stay away from work.

Advise Mr Cloete on the correct procedure to deal with his grievance. (10)

QUESTION 9: BUSINESS ROLES (DIVERSITY AND CONFLICT MANAGEMENT) DBE MARCH 2018

Businesses employ people who have different ways of doing things, which may lead to conflict. It is important that businesses identify diversity issues and find ways to deal with them. Businesses should be well informed about handling conflict in the workplace.

Write an essay on the following aspects:

- Discuss the benefits of a diverse work force.
- Suggest ways in which businesses may deal with language and age as diversity issues in the workplace.
- Explain the causes of conflict in the workplace.
- •Advise businesses on how they should handle conflict in the workplace. **[40]**

QUESTION 4: DBE SCE JUNE 2018

4.2 State THREE causes of conflict in the workplace. (3)

4.5 Read the scenario below and answer the questions that follow.

DREAM TEAM (DT)
Dream Team is a group of computer science graduates who want to undertake a research project. They were comfortable with each other during their first meeting.

4.5.1 Identify the stage of team development that is applicable to the scenario above. Motivate your answer by quoting from the scenario. (3)

4.5.2 Discuss THREE other stages of team development. (9)

4.6 Explain the correct procedure to deal with grievances in the workplace. (8)

QUESTION 4 **DBE NOVEMBER 2018**

4.1 State FIVE causes of conflict in the workplace. (5)

4.3 Read the scenario below and answer the questions that follow.

SHINING STARS (SS)
Lerato, Josiah and Gerry started a recycling project, known as Shining Stars. Josiah always questioned the other members' ideas and opinions as he wanted to be the team leader. The team members eventually reached an agreement and consensus on the way forward.

4.3.1 Identify the TWO stages of team development that were experienced by SS. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a guide to answer QUESTION 4.3.1.

STAGES OF TEAM DEVELOPMENT	MOTIVATION

4.3.2 Explain THREE other stages of team development. (9)

4.6 Read the scenario below and answer the questions that follow.

LELETHU SHUTTLE SERVICES (LSS)
Lelethu Shuttle Services provide transport services for tourists in Sharpeville. Albert, a well-experienced employee in the transport industry, refuses to take instructions from management. Njabulo, the supervisor at LSS, is always arguing and fighting with the clients.

4.6.1 Identify the types of difficult personalities displayed by Albert and Njabulo. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a guide to answer QUESTION 4.6.1.

EMPLOYEES	TYPE OF DIFFICULT PERSONALITY	MOTIVATION
Albert		
Njabulo		

4.6.2 Recommend ONE strategy that LSS can use to deal with EACH type of difficult personality identified in QUESTION 4.6.1. (4)

QUESTION 4: **DBE SC/NSC JUNE 2019**

4.2 Identify the causes of conflict applicable to Siyaya Inc. in EACH statement below:

4.2.1 The Dream Team is not willing to work with the Khula Team who always receives awards.

4.2.2 Employees do not complete their tasks effectively as clear instructions are not always provided.

4.2.3 Employees always argue over the use of equipment to accomplish their tasks.

4.2.4 Some employees cannot cope with the large number of tasks given to them. (8)

QUESTION 6: **DBE SC/NSC JUNE 2019**

6.6. Identify the stages of team development applicable to Shiburi Construction team in EACH statement below:

6.6.1 Team members confront each other's ideas and fight for leadership position.

6.6.2 The team is aware of its aims and makes decisions without supervision.

6.6.3 Team members gather information about the task that must be performed. (6)

6.7 Advise businesses on the correct procedure to deal with grievance in the workplace. (6)

QUESTION 6: **DBE NOVEMBER 2019**

6.6 State TWO criteria for successful team performance. (2)

QUESTION 9: BUSINESS ROLES (TEAM PERFORMANCE AND CONFLICT MANAGEMENT)
DBE NOVEMBER 2019

Businesses encourage employees to work in teams, which may lead to conflict sometimes. For this reason, it is important for businesses to familiarise themselves with the stages of team development. They should also find ways to deal with conflict and difficult people in the workplace.

Write an essay on team performance and conflict management in which you address the following aspects:

- Describe FOUR stages of team development.
- Discuss the causes of conflict in the workplace.
- Explain how businesses could handle conflict in the workplace.
- Suggest ways in which businesses could deal with difficult people in the workplace. **[40]**