Ferndale High School
Grade 10 Business Studies Pack 6
Duration: 2 weeks

This pack includes the following: 1. Notes on Relationship and Team Performance 2. Activities on: Presentation of business information Relationship and Team performance 3. Revision tips in preparation for end of year exam.

ACTIVITY 1

Instruction:

Study your notes on presentation of business information before completing the following activities.

1.1 Give FIVE examples of visual aids. (5)

1.2 Differentiate between a verbal and a non-verbal presentation. (4)

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

HOPE'S PRESENTATION
Hope, a financial manager, presented her financial report during the Annual General Meeting. She considered the time frame for her presentation. She also rehearsed to ensure a confident presentation. Hope maintain eye contact with the audience. She also used appropriate gestures.

1.3.1 Quote from the scenario above TWO factors that Hope considered when preparing for a presentation. (2)

1.3.2 Explain other factors that Hope should have considered when preparing for the presentation. (6)

1.4 Describe any TWO visual aids. (8)
[25]

ACTIVITY 2

2.1 Identify the type of visual aid represented by EACH statement below:

2.1.1 The financial manager is using slides to present financial reports to stakeholders.

2.1.2 The sales manager listed figures for November, December and January in columns to indicate sales turnover.

2.1.3 PSP Auditors are using web cameras on laptops and tablets to conduct meetings with stakeholders at distant locations. (6)

2.2 Give an outline of the guidelines that must be followed when writing a business report. (8)

2.3 Explain the importance of business reports. (4)

[18]

ACTIVITY 3: ESSAY

Wiseman, a financial advisor, wants to present his business plan to various investors using a PowerPoint slide show, an overhead projector and hand-outs to enhance the quality of his presentation.

Write an essay including the following aspects:

- Outline the guidelines for writing an effective report.
- Discuss the factors that Wiseman should have considered when preparing for the verbal presentation.
- Explain the purpose of visual aids
- Advise Wiseman on how to he should prepare material for a presentation.

(40)

Study the notes below before completing the activities that follow.

BUSINESS STUDIES GRADE 10
CHAPTER 12 NOTES ON RELATIONSHIPS AND TEAM PERFORMANCECONTENTS

TOPICS
Examination guidelines for relationships & team performance
Terms and definitions
Meaning of business objectives
Benefits of teamwork
Ways businesses can create an environment that enables teams to work effectively
Meaning of interpersonal relationships in the workplace
Interpersonal relationship factors & recommendations
Criteria for successful team performance
Assessing yourself against the criteria for successful team performance

CONTENT DETAILS FOR TEACHING, LEARNING AND ASSESSMENT PURPOSES

Learners must be able to:

- Outline/Mention/Define the meaning of business objectives
- Explain/Discuss the benefits of good teamwork.
- Recommend/Suggest ways in which businesses can create an environment where teams can operate effectively.
- Explain the meaning of interpersonal relationships in the workplace with specific reference to different hierarchies/management levels/the importance of each individual in achieving business objectives
- Identify factors that can influence team relationships from given scenarios/case studies.
- Discuss/Explain/Describe factors that can influence team relationships e.g. prejudice, discrimination, equity, diversity.
- Recommend/Suggest ways businesses can address factors that can influence team relationships
- Outline/Mention/Discuss/Explain/Describe the criteria for successful team performance
- Assess yourself against the criteria for successful, collaborative team performance
- Identify/Evaluate the criteria for successful team performance from given case studies/scenarios and make recommendations for improvement.
- Evaluate the criteria for successful team performance from given case studies/scenarios and make recommendations for improvement.

TERMS AND DEFINITIONS

TERM	DEFINITION
Business objectives	The aims and goals of a business
Strategies	Actions that business takes in order to achieve the business objective
Values	Principles or standards of behaviour a person's judgement of what is important in life
Team	A group of people that work together towards a shared
Hierarchy	Ranking of people by position and levels of authority in the
Organisational structure	A chart that outlines levels and positions of employees in the business
Benefits	Advantage gained
Ethics	Set of moral values of an individual or group
Diversity	Very different from one another in terms of culture, background, religion etc.
Equity	Treating people fairly and equally regardless of their differences.
Prejudice	To judge people based on characteristics such as gender, culture, religion and colour.
Discrimination	Treating people from different groups unfairly
Collaboration	Working together with other people

1.1 The meaning of business objectives

- Business objectives refer to the reason why the enterprise exists.
- The main objective of any business is to make a profit

1.1.1 Types of business objectives

Increased profit

- Profit is the difference between business's income and expenditure
- Businesses can make a maximum profit by minimising expenses and maximising revenue
- Profits are needed for the business to expand /replace/reward employees with bonuses and increases in salaries and wages.

Increased productivity

- Productivity is the amount of work an employee can deliver in a limited period.

- High productivity means that a business can produce more products/provide services to more clients.
- Productivity means producing more without increasing costs.
- The more that products are sold/made without changes in costs, the more profit will be made.

Increased sales

- Increasing the number of items sold will mean an increase in total profits at the end of the year.

Survival

- This objective usually applies to when a business is just starting up or when there has been a crisis.
- During a recession, for example, the business may just want to survive and not have to retrench any staff.

Growth in market share

- The market is made up of the people who purchase the products of the business.
- Every business selling the same product will attract a percentage of the market.
- The business my make it their objective to increase their share of the market and eventually become a leader in their industry.

Service

- This objective is aimed at providing quality services to customers.
- The sales service that a business renders to its customers can give a business a competitive advantage.
- Businesses who provide quality services usually have a good public image and attract more customers.

1.2 Benefits of teamwork

- The members of the team learn from each other and grow.
- The team achieve more than the individual.
- Good teamwork helps business to achieve their objectives.
- Business's is more productive.
- The performance of all team members improves because they support each other's skills.
- Teamwork encourages workers to increase their range of skills.
- Gives employees more control over their jobs.

1.3 Ways in which businesses can create an environment that enables teams to work effectively

- The business should listen to employees when they share ideas.
- Make important decisions through a process of teamwork.
- Rewards and mistakes must be viewed as opportunities to learn and grow.
- Keep the communication channels open, facilitate participation and make suggestions for discussion.
- Acknowledge the strengths of employees rather than being threatened by them.
- Encourage cooperation and make employees accountable for their work.
- Observe and understand the emotions of others in the group.
- Ensure that employees are working towards the same goal
- Give employees the same respect regardless of their positions

1.4 The meaning of interpersonal relationships in the workplace

- A business objective may be achieved by employees in the workplace.
- Working relationships/employees' circumstances/values/beliefs can impact on a business's performance.
- The degree of power and authority that managers possess depend on the level of management
- Each individual plays a role in achieving business objectives.
- The quality of inter-personal relationship in the workplace has a direct influence on employees' levels of motivation and satisfaction.
- The following factors may impact on the quality of interpersonal relationships in the workplace:
    - The style of management and the type of management structure in the business
    - The personal beliefs and attitudes of employees
    - The patterns of communication in the workplace

1.5 Factors that can influence team relationships and ways in which businesses can address these factors

Factors	Explanation of each factor	Ways in which businesses can address factors that influence team relationships.
Prejudice	• Prejudice is when disliking a person without any concrete reason. • Prejudices are based on gender/religion etc. • It is very difficult to work with a person who has strong opinions that are not based on facts. • Prejudice affects relationships between employees/team members and make the working environment tense and unpleasant. • The personal attitudes and prejudices of managers and other staff can result in discrimination and can wear down good communication and teamwork in the workplace.	• Educate all your workers about discrimination. • Encourage workers to respect each other's differences. • Respond to any evidence or complaints of inappropriate behaviour. • Deal with any complaints of discrimination promptly and confidentially
Discrimin ation	• Discrimination involves excluding or restricting members of one group from opportunities that are available to other groups. • Discrimination is based on religion, age, ethnicity, gender, disability, skin colour, or race. • Discrimination in the workplace can lead to industrial action.	• Identify signs of discrimination • Avoid favoritism and nepotism • Keep your personal beliefs personal. • Be careful of what you say and to whom you say it. • Develop policy against discrimination and the consequences thereof
Equity	• Equity in a workplace means everyone receives fair treatment. • Equity means all people have equal access to opportunities. • Unfair treatment of employees hampers the achievement of objectives in the business.	• Develop a fair/respectful /supportive/ inclusive workplace. • Make judgements based on merit and fairness. • Recognise every person’s contributions
Diversity	• A diverse workforce includes people with different characteristics. • Diversity in the workplace means employees are different in terms of gender/age/religion/race/ ethnicity, cultural background/sexual orientation, religion, languages/education, abilities, etc.	• Create inclusive policies and practices. • Provide diversity training on how to employees can deal with diversity issues • Facilitate effective communication and encourage employee interaction in the workplace • Focus on employees’ strengths and similarities

1.6 Criteria for successful team performance

1.6.1 Clear objectives and agreed goals

- Each member of the team must understand the purpose of the team and what they are meant to achieve.
- The goals and objectives must clear and measurable
- Team members must be aware of the timeframe in which the objectives must be achieved.

1.6.2 Interpersonal attitudes and behaviour

- Members have a positive attitude of support and motivation towards each other.
- Sound interpersonal relationships will ensure job satisfaction and increase productivity of the team.
- Members are committed and passionate towards achieving a common goal.
- Team leader gives credit to members for positive contributions.

1.6.3 Mutual trust and respect

- Team members must respect other team members' skills and experience
- Mutual respect encourages each person to voice their opinions/ideas without fear of being ridiculed.
- Team members must trust each other and believe that each member of the team will do their work to the best of their ability.
- A team must be able to solve conflicts and disagreements by communicating and respecting each person's point of view.

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1.6.4 Communication

- Communication must be open and honest
- Each team must feel free to speak and ask questions
- All information must be shares
- Good communication between team members may result in quick decisions.
- Quality feedback improves the morale of the team.

1.6.5 Co-operation / Collaboration

- Clearly defined realistic goals are set, so that all members know exactly what is to be accomplished.
- Willingness to co-operate as a unit to achieve team objectives.
- Co-operate with management to achieve team objectives.
- Agree on ways to get the job done effectively without wasting time on conflict resolution.
- All members take part in decision making.
- A balanced composition of skills, knowledge, experience and expertise ensures that teams achieve their objectives.

1.6.6 Review of the team process

- Team members must stop regularly and examine how well they are doing.
- They must review difficulties and obstacles so that they can find solutions.

1.6.7 Opportunity for individual development

- It is important that each team member is able to share and learn new skills
- Each team should have an opportunity to lead a meeting

7 Assessing yourself against the criteria for successful team performance

- A team should be to use the criteria for a successful team as the base for their assessment.
- Each team member should ask him/her the following questions?
  - Is the team achieving the goas/objectives?
  - Are team members able to resolve conflict and put the job first
  - Are they sharing information in order to get the job done in the best possible way?
  - Does each member recognise the value of other members?
  - Is the team leader happy with the results of the team effort?
  - Does each team member know their role in the team?

NOTE the following aspects regarding the criteria for successful team performance
You must be able to:

- Identify the criteria for successful team performance from given scenarios and motivate your answer by quoting from given scenarios
- Evaluate the criteria for successful team performance from given scenarios and make recommendations for improvement.

ACTIVITY 4

4.1 Identify the criteria for successful team performance from the following statements:

4.1.1 Sound interpersonal relationships will ensure job satisfaction and increase productivity of the team and members are committed and passionate towards achieving a common goal.

4.1.2 The goals and objectives must clear and measurable

4.1.3 Team members must trust each other and believe that each member of the team will do their work to the best of their ability.

4.1.4 Each team must feel free to speak and ask questions. (8)

4.2 Explain the benefits of teamwork. (8)

4.3 Discuss any THREE types of business objectives. (9)

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ACTIVITY 5: Essay question

Businesses are increasingly recognising the need to ensure that teams work effectively to achieve business objectives. There is need for businesses to understand interpersonal relationships as these influence how teams work.

Write an essay including the following aspects:

- Explain the meaning of interpersonal relationships in the workplace
- Outline the benefits of teamwork
- Discuss factors that can influence team relationships.
- Recommend ways in which businesses can create an environment that enables teams to work effectively. **(40)**

REVISION WORK

In Term 4 you will write an assessment exam. The test will weigh 40% of your end of year mark. This means that the SBA mark will weigh 60%. Ensure that you complete all SBA tasks for the year before the end of Term 3.

The exam will include 1 paper based on all Term 1 topics and some topics covered in Term 2 & 3.

You must study the following topics to prepare for the end of year exam:

1. Micro environment
2. Market environment
3. Macro environment
4. Interrelationship of micro, market and macro environments
5. Business sectors
6. Socio-economic issues
7. Forms of ownership
8. Business opportunity and related factors
9. Business plan
10. Relationship and team performance

NOTE: Use the activities of the previous worksheets to prepare for the exam.