Demonstrate leadership in the workplace

Assessment 1 of 4

Short Answer Questions

Assessment Instructions

Task overview

This assessment is divided into nine(9) questions. Read each question carefully before typing your response into the spaces provided.

Additional resources and supporting documents
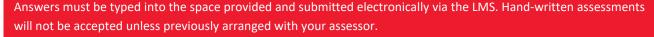
To complete this assessment, you will need:

- *Green Leaf Café Code of Conduct*
- *Green Leaf Café Mission, Vision, Values, and Culture*

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

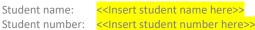However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.

Please consider the environment before printing this assessment.

Introduction

To be assessed as competent for this unit of competency, you must demonstrate your skills and knowledge to develop personal work priorities.

Assessment 1 requires you to answer nine (9) short answer questions to test your knowledge.

To answer Questions, you will need access to the following:

- Learning content for this module
- *Green Leaf Café Code of Conduct*
- *Green Leaf Café Mission, Vision, Values, and Culture*

Instructions

Answer the following questions by entering your responses into each field.

Question 1: You have just started a new job and are keen to fit in with your new employer's standards and value. List and briefly explain three (3) ways that you could identify the organisation's standards and values where they are stated directly by your employer (Word count approximately 110 words).

Assessor instructions: For satisfactory performance, learner must identify three (3) of the methods provided below of identifying an organisation's standards and values when they are stated. Sample answers provided in the table below.

	Identification method	How it will help identify standards and values
1.	Attending an induction course	Induction courses usually cover what is expected from you in your role and background into the organisation itself
2.	Reading an employee handbook	Employee handbooks state what is expected from staff in general, and often contain code of conduct and/or ethics
3.	Accessing the organisation's Mission and Vision Statements	These documents state what is valued by the organisation and what they are trying to achieve
4.	Accessing the Organisational Code of Ethics or Organisational Code of Conduct	These documents state what is expected by the organisation from their employees
5.	Attending meetings	During meeting, the standards and values of the organisation are discussed and what is expected of employees
6.	Attending training	Training often covers issues that are of importance to the organisation eg customer service, teamwork.

Question 2: List and briefly explain three (3) ways that you could identify your organisation's standards and values when they are not stated but implied. (Word count approximately 70 words)

	Identification method	How it will help identify standards and values
1.	Observing your peers and supervisor	Observing people who have been in the organisation longer than you will help you to understand organisational expectations
2.	Observing how people outside the organisation (clients, customers, suppliers) perceive the organisation	By observing people who regularly interact with the organisation, you can gauge the standards that they usually expect and receive from the organisation
3.	Observing the culture	If the workplace values teamwork it will probably be friendly and helpful

Question 3: Identify two (2) Green Leaf Café documents that describe the organisation's values and expectations of behaviour**.**
   a) Name the documents in the table below
   b) Choose three (3) values or behaviours from each of the documents and briefly describe them. (Word count approximately 100 words)

Document name		Brief description of Value or Behaviour
1. Code of Conduct	**1.**	Never consumer alcohol or other drugs immediately before, or whilst on shift
	2.	Smoking is strictly prohibited within Green Leaf Café premises
	3.	Bullying, harassment, violence and discrimination will not be tolerated

2. Mission, Vision, Values, and Culture	1.	We hold ourselves and co-workers accountable for building trust with our customers and each other by being honest, ethical and consistent in what we say and do.
	2.	We are committed to empowering our team members with the appropriate resources to effectively achieve our common vision
	3.	We hold ourselves and our co-workers accountable for our behaviours and responsibilities as they affect us, our members and our culture.

Question 4: Listed below are four (4) leadership theories. In your own words, briefly describe each theory**.** (Word count approximately 250 words).

Assessor instructions: For satisfactory performance, learner must describe the key components given in the model answer for each of the four (4) leadership theories listed below, however the student wording may vary.

Sample answers provided in the table below.

Name of Leadership theory	Description of the Leadership theory
"Great Man/Woman" theory	Student answers may vary but must incorporate the idea that leaders are born and not made, leadership is not something that can be learned. **Model answer below** This theory proposes that certain people make better and more natural leaders than others. According to this theory, successful leaders such as presidents, conquerors from history, and decorated politicians are great men or women that can replicate that success when placed in different circumstances. It proposes that leadership is intrinsic rather than something that is developed over time.
Trait theory	Student answers may vary but must incorporate the idea that leaders have specific traits and good leadership is not possible without those traits. **Model answer below** The trait theory of leadership was created as a result of several studies on the specific traits of leaders. Those studies have found that there are sets of traits that belong to an effective leader. Those types of traits are physical, intellectual, personality and social
Contingency theory	Student answers may vary but must incorporate the idea that good leaders should change their style depending on the situation.

	Model answer below
	This leadership theory focuses on environmental factors that determine what style of leadership would best suit the situation. According to this theory, no leadership style is the best for every situation. Contingency theory suggests that leaders are people who focus on variables related to the environment to determine the best leadership style suited for the situation. Leaders must: • Identify and examine the needs of their team members • Assess the context of their working situation and environment • Adjust their behaviour based on their findings
Situational theory	Student answers may vary but must incorporate the idea that there is no one best way to lead, good leaders should change their style depending on the situation. **Model answer below** Similar to the contingency theory, the situational theory of leadership suggests that no leadership style is the best for every situation. A situational leader can identify what style of leadership and strategies are necessary for the task at hand. According to this theory, a leader must be able to adjust their leadership style according to: • The objectives of the task • The nature of the group • The activities necessary for completing the task • The resources needed for the task

Question 5: Listed below are the names of four (4) leadership styles. In your own words, briefly describe each style (Word count approximately 250 words)

Assessor instructions: For satisfactory performance, learner must describe the key components given in the model answer for each of the four (4) leadership styles listed below, however the student wording may vary.

Sample answers provided in the table below.

Name of Leadership Style	Description of the Leadership style
Autocratic	Student answers may vary but must incorporate the idea that autocratic leaders give directions, and the team must follow them. **Model answer below** The autocratic leader dominates team members, using unilateralism to achieve a singular objective. This approach to leadership generally results in passive resistance from team members and requires continual pressure and direction from the leader in order to get things done. Generally, an

	authoritarian approach is not a good way to get the best performance from a team.
Democratic	Student answers may vary but must incorporate the idea that democratic leaders seek and consider input from their team. **Model answer below** The democratic leader makes decisions by consulting their team while still maintaining control of the group. The democratic leader allows their team to decide how the task will be tackled and who will perform which task. A good democratic leader encourages participation and delegates wisely, but never loses sight of the fact that they bear the crucial responsibility of leadership. They value group discussion and input from the team and can be seen as drawing from a pool of the team members' strong points in order to obtain the best performance from their team.
Laissez-faire	Student answers may vary but must incorporate the idea that the Laissez-faire leader leave their team to get on with the job with little direction or input. **Model answer below** The Laissez-faire manager exercises little control over their group, leaving them to sort out their roles and tackle their work, without participating in this process themselves. In general, this approach leaves the team floundering with little direction or motivation.
Visionary	Student answers may vary but must incorporate the idea that visionary leaders use their personalities to engage their team in their vission. **Model answer below** The visionary leader mobilises their team members towards a shared goal or objective. Visionary leaders are charismatic, persuasive, and have high emotional intelligence. They are able to see a 'big picture' of the future and what needs to happen to achieve it. Compared to the other leadership styles, the visionary leader approach creates a stronger positive impact on the organisation's culture.

Question 6: List four (4) disruptive behaviours observed in the workplace. Briefly describe each identified behaviour and explain the impact they can have in the workplace. (Word count approximately 100 words)

Assessor instructions: For satisfactory performance, learner must describe each of the examples of disruptive behaviours in the workplace. Learner must also briefly explain how each identified behaviour affects the workplace.

Sample answers provided in the table below.

	Name of Disruptive Behaviour in the	Description of the behaviour	Possible impact on individuals, the team and/or the organisation

	Workplace		
1	Gossiping	Spreading rumours about other worker's personal lives, talking about people behind their backs	It can cause lower morale in those being gossiped about and a negative impact on team relationships
2	Bullying	Manipulating, intimidating, and isolating specific persons to belittle them	The victims are likely to quit, leading to more frequent turnovers in the organisation
3	Rude Behaviour	Being angry when interacting with others, talking back and using foul language, damaging objects in the work area	It can hinder a team's ability to freely communicate with each other and lower their productivity and cooperation
4	Insubordination	Disobeying reasonable directions and disrespecting supervisors in the organisation	Workers that refuse to cooperate can cause lower productivity and discredit the authority of superiors in the organisation

Question 7: Identify at least two examples of performance issues in the workplace. Briefly explain how each example affects performance in the workplace. (Word count approximately 20 words).

Assessor instructions: For satisfactory performance, learner must identify at least two examples of performance issues in the workplace listed below. Learner must also briefly explain how each example affects performance in the workplace.

Sample answers provided in the table below.

	Example of Performance Issues in the Workplace	How the Example Affects Performance in the Workplace
1	Absenteeism	Reduced productivity, increased costs
2	Frequent mistakes	Rework, increased costs, loss of reputation
	Possible answers also include:	
	Not following instructions	Possible mistakes, potential legal issues
	Not completing work on time	Organisation/team may not meet targets, loss of business/reputation
	Lack of commitment	Reduced performance, poor team moral

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	Not meeting performance standards	Reduced productivity, loss of reputation

Question 8: In your own words, define the following concepts. (Word count approximately 200 words).

a) Organisational values
Organisational values are the core principles in terms of behaviour which the organisation will follow by conducting business according to these principles. This guides how people working in the organisation behave and interact with others.
b) Organisational ethics
Organisational ethics refers to a set of moral standards defined by the organisation which dictate how its employees/workers interact with outside factors that affect their operations. These ethics ensure that the organisation's employees are treated fairly and that transactions with clients are done in a fair and honest manner.
c) Role modelling
Role modelling is a process used by leaders to influence others to learn desirable actions or behaviour through demonstration or 'modelling' of the desired actions and behaviours themselves
d) Integrity
Integrity refers to being honest, trustworthy, and reliable by acting in accordance with your words. It includes being accountable for your own mistakes in the workplace instead of hiding them, making excuses, or blaming others.
e) Credibility
Credibility refers to the state of trust between you and others in the workplace. This is established when you provide information or opinions based on sound logic and facts, while also demonstrating actions that are consistent with these.
f) Workplace leadership
Workplace leadership refers to guiding, motivating, and directing others towards unified workplace goals and objectives to meet the needs of a business. It involves having a deep understanding of what your organisation wishes to achieve and influencing those around you to do their part in making it happen.

Question 9: In your own words, describe the process you would follow if you needed to raise a question regarding Green Leaf Café's Standards and Values. (Word count approximately 60 words).

Assessor instructions: For satisfactory performance, learner must provide the answer below from the Green Leaf Café's Mission, Vision, Values in their own words.

Sample answers provided in the table below.

Green Leaf Café welcomes feedback on all of their Policies and Procedures, Values, and Culture. If I feel that I would like to provide feedback or question any of the above, I should first approach my line manager, who will answer any questions and pass on feedback to the appropriate area. If I prefer, I can do this anonymously through quarterly staff surveys.

Assessment checklist:
Students must have completed all of the questions within this assessment before submitting. This includes:

9 short answer questions to be completed in the spaces provided.	☐

Congratulations you have reached the end of Assessment 1 ✓