



BSBLDR413

Lead effective workplace relationships

Assessment 4 of 4

Case Study



Assessment Instructions

Task overview

This assessment task is divided into three [3] tasks]. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Sydney Staffing
- Self-Evaluation Form
- Feedback Form – Martin
- Feedback Form – Suzanne
- Feedback From - Andrew



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.

Case study

After successfully addressing the challenges that emerged over the past month, you recognized the importance of conducting a review of your leadership approach and abilities. So you reached out to Laura Irish, the HR manager at Bounce Fitness, and she suggested that you seek feedback from your staff members, and he shared with you the Feedback Form to gather feedback.

Task 1

Send an email to all your staff members (see Sydney Staffing) and ask them to fill out the Feedback Form as it relates to your leadership approach in handling the issues that arose in the past month. In your email:

- Explain the reason for your email
- Explain the importance and the value of their feedback
- Ask them to send the forms back by the end of the week

To write your email, use the template below.

[Approx. word count: 20 - 50 words]

Assessor instructions: Students must send an email to all their staff members and ask them to fill out the Feedback Form as it relates to their leadership approach in handling the issues that arose in the past month. In their email, they will need to cover all the points mentioned in the instructions.

Students' wording may vary, but their email needs to reflect the content in the sample answer provided below.

Email Template

To:	<<Add name(s) and position title of main email recipients here>> <i>All staff.</i>
From:	<<Add your name and position title here>> <i>Jacinta Scotts, Centre Manager</i>
CC:	<<Add names and position titles of carbon copy email recipients here>>
Date/time:	<<Add the time and date of the email here>> <i>15.04.23, 11:30 a.m.</i>
Subject:	<<Add the subject of the email here>> <i>Feedback</i>
Attachments:	<<Add the name of any attachments here>> <i>Feedback Form. Docx</i>

Dear <<Add email recipient(s) name here>>,

<<Add message here>>

Dear team

I am writing this email to kindly request you to fill out the Feedback Form as it relates to my leadership approach in handling the issues that arose in the past month:

This is a very important task, as it will help me understand your needs better and improve my leadership style to support our team with greater success.

Can you please send back the feedback forms by the end of this week?

There are no right or wrong answers, so please be honest.

Regards,

Jacinta Scotts

Centre Manager

Regards,

<<Add your name here>>

<<Add your job position here>>

Task 2

The staff sent back the feedback forms [See Martin, Andrew and Suzanne Feedback Forms], and you will now need to analyse the feedback and fill out the **Self-Evaluation Form** based on your performance in Assessments 2 and 3.

Note: Ensure that you insert all the feedback received from the fitness instructors under the “Compiled Comments”.

Assessor instructions: Students must analyse the staff Feedback Forms and fill out the Self Evaluation Form provided. Their ratings might differ, but it must be evident that they took into consideration the feedback from their staff members. For example, in their rating for the area of relationship management 5, the students should not give themselves a “strongly agree” rating, as Martin specifically stated that he did not receive the support he expected, and gave the lowest score for coaching and mentoring.

Task 3

Based on the feedback received from the team members and the Self Evaluation Form, identify and list three [3] areas of improvement for leading workplace relationships in future work tasks in the table below.

Assessor instructions: Students must identify and list three [3] areas of improvement for leading workplace relationships in future work tasks in the table below. The student must choose either the areas in which they scored less than two [2] from the staff members’ forms or areas in which they found themselves scoring low from the self-evaluation form.

Ares for improveemnt

1. <<insert your response here>>

2. <<insert your response here>>

3. <<insert your response here>>

Assessment checklist:

Students must have completed all tasks within this assessment before submitting. This includes:

1	Task 1 – Email to Staff members	<input type="checkbox"/>
2	Task 2 – Review feedback and Self-evaluation form	<input type="checkbox"/>
3	Task 3 – Areas for improvement	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 4!

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