



BSBLDR411

Demonstrate leadership in the workplace

Assessment 4 of 4

Project



A

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:

- Learning Material
- Miranda's Email
- Michael's Email
- Action Plan Template
- Survey Template

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

For the purpose of this assessment, you will play the role of Mary Jones, the Graphic Design Manager of Fusion Graphix.

After you sent across the information you gathered [Assessment 3], management requested that you discuss the problem of punctuality and quality of work with your team to find solutions as soon as possible.

You also needed to discuss how your own performance has been affected and request to reduce the training hours in order to allow sufficient time to conduct in-depth quality reviews before the projects are delivered to the clients.

Activity 1

Send an **email** to Michael and Miranda, explain the problem and ask them to give you, their opinion. Use the email template provided below. In your email ensure you:

- Include a greeting
- Include a date and time stamp for the email
- Specify the subject of the email
- Content of the email:
 - Provide a brief description summarising the purpose of the email
 - Explain the problem
 - Suggest reducing the hours you offer training to Miranda
 - Ask Miranda and Michael to give you their opinion on how to resolve the issue.
- Complete the email footer specifying your name and position in line with the case study.

[Approx. word count: 100 – 150 words]

Assessor instructions: Students must use the template below to write their email.

Their words will vary but they will need to address every point mentioned in the instructions.

A sample answer is provided below.



To:	<i>Michael Kerr, Graphic Designer Miranda Deidre, Graphic Designer</i>
From:	<i>Mary Jones, Graphic Design Manager</i>
CC:	
Date/time:	<i>29.09.15, 10:15 a.m.</i>
Subject:	<i>Students need to insert a subject line. Student words will vary but their subject line needs to relate to the content of their email.</i>
Attachments:	

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

Students need to describe the problem and ask Michael and Miranda to share their opinions on how it can be resolved. An example is provided below:

A concern has been raised regarding our team's punctuality and efficiency based on our performance over the last few months. As you know there were KPIs that were not achieved.

Therefore, I would like you to share your opinions and ideas on how we can ensure we achieve our KPIs moving forward.

Due to issues identified in regard to my performance, I would like to request to reduce the hours of training provided weekly to ensure I can conduct in-depth quality reviews of all our work before it gets delivered to the client.

Please send me an email with your thoughts, concerns, and ideas by the end of this week. Your input on resolving this issue will be very helpful and valuable as I believe it is important to work on this as a team.

Regards,

Mary Jones

Graphic Design Manager

	1 King Street, Sydney, NSW 2000 Phone: 02 987 654
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Activity 2

You have received the following emails:

- **Miranda's Email**
- **Michael's Email**

You will need to read the emails, examine your options, assess associated risks and fill out the table below.

In the suggested solutions, you will need to include the solutions provided from your team members as well as your suggestion in Activity 1.

[Approx. word count: 80 – 100 words]

Assessor instructions: Students must access the emails and fill out the table.

Students' words will vary but they must be able to identify all three [3] solutions below. Their explanation of the associated risks can be different, but the identified risks need to relate to the proposed solutions they will identify in column 1.

Suggested solutions	Risks
Miranda to take over the tasks she feels confident solo while Michael focuses on the other tasks	Miranda's inexperience could potentially create delays in the process and poor quality of work.
Reduce the training hours you offer to Miranda weekly.	It will take longer for her to work on projects solo.
Michael can offer extra training since he is able to develop illustrations, logos and other designs using software or by hand in less time than the suggested KPI.	Michael might take more time to complete his tasks.

Activity 3

Write an email to Miranda and Michael to confirm what the preferred course of action is and which solutions you agree should be implemented. Use the template provided below.

In your email ensure you:



- Include a greeting
- Include a date and time stamp for the email
- Specify the subject of the email
- Content of the email:
 - Thank Michael and Miranda for their emails
 - Provide the actions that you have decided to implement to resolve the issue of punctuality and quality of work.
- Complete the email footer specifying your name and position in line with the case study.

[Approx. word count: 80 – 120 words]

Assessor instructions: Students must use the template below to write their email.

Their words will vary but they will need to address every point mentioned in the instructions.

A sample answer is provided below.

	
To:	<i>Michael Kerr, Graphic Designer Miranda Deidre, Graphic Designer</i>
From:	<i>Mary Jones, Graphic Design Manager</i>
CC:	
Date/time:	<i>29.09.15, 10:15 a.m.</i>
Subject:	<i>Students need to insert a subject line. Student words will vary but their subject line needs to relate to the content of their email.</i>
Attachments:	
<p><i>Dear <<Add email recipient(s) name here>>,</i></p> <p><i>Students need to describe the actions they decided they will implement to improve punctuality and quality. An example is provided below:</i></p> <p><i>I would like to thank you for your emails. Your feedback was very valuable.</i></p> <p><i>After taking into consideration your suggestions, I believe we should:</i></p> <ul style="list-style-type: none"><i>• Reduce the hours I train Miranda and involve Michael with the training. That way I can free up time to conduct in-depth quality reviews before we deliver our projects to our clients.</i><i>• Miranda to take over the tasks she feels confident solo while Michael focuses on the other tasks. Michael will have to initially review Miranda's work until she meets the required standard.</i><i>• Michael to offer additional training, since he is able to complete his work before the proposed deadlines.</i> <p><i>Regards,</i></p> <p><i>Mary Jones</i></p> <p><i>Graphic Design Manager</i></p>	
	<p>1 King Street, Sydney, NSW 2000 Phone: 02 987 654</p>

Activity 4

You will now need to develop an action plan in order to implement what was discussed with your team. Access and fill out the **Action Plan Template** following the instructions provided in the template.

Assessor instructions: Students must fill out the action plan template based on the emails received from Miranda and Michael in the previous task and the instructions included in the template.

An **Action Plan Guide** is provided in the Assessor's folder.

Activity 5

Part of modelling leadership behaviour is to use feedback processes to monitor the impact of your decisions. You need to access and create a survey using the **Survey Template**.

Firstly, you will need to describe the purpose of the template and then you will need to develop five (5) statements to which your team members will need to state if they strongly agree, agree, neutral, disagree, or strongly disagree.

When developing the statements, you will need to consider how the answers of the staff taking the survey will provide you with insight regarding the impact of the actions implemented.

Three (3) of the statements will need to focus on how the changes impacted the individuals and the last two (2) statements will need to focus on how the changes impacted the team.

Assessor instructions: Students must create a survey using the Survey Template provided and following the instructions included in the template.

A **Survey Guide** is provided in the Assessor's folder.

Activity 6

Write an email to Miranda and Michael to inform them about the survey and ask them to complete it and send it back to you. Use the template provided below.

In your email ensure you:

- Include a greeting
- Include a date and time stamp for the email
- Specify the subject of the email
- Attach the survey
- Content of the email:
 - Discuss the purpose of the survey
 - Ask Michael and Miranda to complete the survey and send it back to you at their earliest convenience.
- Complete the email footer specifying your name and position in line with the case study.

[Approx. word count: 30 – 50 words]

Assessor instructions: Students must use the template below to write their email.

Their words will vary but they will need to address every point mentioned in the instructions.

A sample answer is provided below.



To:	<i>Michael Kerr, Graphic Designer Miranda Deidre, Graphic Designer</i>
From:	<i>Mary Jones, Graphic Design Manager</i>
CC:	
Date/time:	<i>29.09.15, 10:15 a.m.</i>
Subject:	<i>Students need to insert a subject line. Student words will vary but their subject line needs to relate to the content of their email.</i>
Attachments:	<i>Survey.docx</i>

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

Students need to describe the purpose of the survey and ask Michael and Miranda to complete it and send it back to them. A sample answer is provided below:


I developed this survey in order to collect data to monitor the implementation and the impact of the action plan.

Can you please complete the survey and send it back to me at your earliest convenience?

Regards,

Mary Jones

Graphic Design Manager

	1 King Street, Sydney, NSW 2000 Phone: 02 987 654
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Assessment checklist:

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

Assessment 3		
1	Activity 1 – Email	<input type="checkbox"/>
2	Activity 2 – Table	<input type="checkbox"/>
3	Activity 3 – Email	<input type="checkbox"/>
4	Activity 4 – Action Plan	<input type="checkbox"/>
5	Activity 4 – Survey	<input type="checkbox"/>
6	Activity 6 – Email	<input type="checkbox"/>



Congratulations you have reached the end of Assessment 4!

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