

Developing the Individual within a Team

HIGHER NATIONAL DIPLOMA

团队中的个人成长

【英】苏格兰学历管理委员会 (SQA)

Unit Student Guide

TRAVEL AND TOURISM

DF46 35



 中国时代经济出版社


SCOTTISH
QUALIFICATIONS
AUTHORITY

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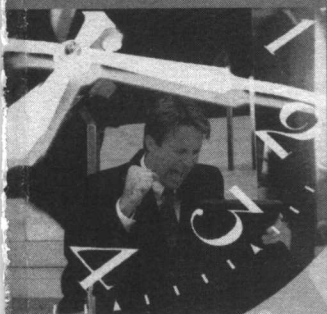
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Developing the Individual within a Team

团队中的个人成长

苏格兰学历管理委员会著

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Contents

1	Introduction to the Scottish Qualifications Authority	1
2	Introduction to the Unit	3
2.1	What is the Purpose of this Unit?	3
2.2	What are the Outcomes of this Unit?	3
2.3	What do I Need to be Able to Do in Order to Achieve this Unit?	4
2.4	Approximate Study Time for This Unit	4
2.5	Equipment/Material Required for this Unit	5
2.6	Symbols Used in this Unit	5
3	Assessment Information for this Unit	9
3.1	What Do I Have to Do to Achieve This Unit?	9
4	Suggested Lesson Plan	11
5	Learning Material	15
5.1	Section 1 — Introduction to Teams and Team Types	15
5.2	Section 2 — Building Teams	26
5.3	Section 3 — Team Roles	44

5.4	Section 4 — Leading a Team	58
5.5	Section 5 — Interacting in a Team	82
5.6	Section 6 — Conflict in a Team	93
5.7	Section 7 — Managing a Team Project	110
6	Additional Reading Material	119
7	Solutions to Self-Assessed Questions and Activities	121
8	Copyright References	133
9	Acknowledgements	135
	Appendix 1—Unit Specification	137

1

Introduction to the Scottish Qualifications Authority

This Unit **DF46 35 Developing the Individual within a Team** has been devised and developed by the Scottish Qualifications Authority (SQA). Here is an explanation of the SQA and its work.

The SQA is the national body in Scotland responsible for the development, accreditation, assessment, and certification of qualifications other than degrees.

Its website can be viewed on: www.sqa.org.uk

SQA's functions are to:

- devise, develop and validate qualifications, and keep them under review
- accredit qualifications
- approve education and training establishments as being suitable for entering people for these qualifications
- arrange for, assist in, and carry out the assessment of people taking SQA qualifications

- **quality assure education and training establishments which offer SQA qualifications**
- **issue certificates to candidates.**

In order to pass SQA Units, students must complete prescribed assessments. These assessments must meet certain standards.

The Unit Specification outlines the two Outcomes that students must complete in order to achieve this Unit. The Specification also details the knowledge and/or skills required to achieve the Outcome or Outcomes. The Evidence Requirements prescribe the type, standard and amount of evidence required for each Outcome or Outcomes.

2

Introduction to the Unit

2.1 What is the Purpose of this Unit?

This Unit is designed to enable you to demonstrate that you can be competent in developing personal and social skills to facilitate the achievement of team objectives. This Unit would be suitable for anyone wishing to develop the skills required for effective team membership and participation.

2.2 What are the Outcomes of this Unit?

There are two Outcomes for this Unit. These are:

1. Develop the personal skills required for effective team participation
2. Develop team effectiveness in a range of different situations.

Further details can be found in Appendix 1 — Unit Specifications.

2.3

What Do I
Need to be
Able to Do in
Order to
Achieve this
Unit?

For Outcome 1 you will need to be able to:

- identify and develop ways of dealing with conflict
- identify and develop ways to enhance levels of consultation, communication and interaction
- look at ways of personally becoming more effective as a team member
- carry out effective evaluation of your own skills in relation to team work.

For Outcome 2 you will need to be able to:

- contribute to the planning, implementation and evaluation of the collaborative (team) project
- critically evaluate your contribution to the project stages and activities.

2.4

Approximate
Study Time
for This Unit

Completion of this Unit is intended to be flexible.

The notional study time for this Unit is 40 hours but actual time allocated is at the discretion of the centre.

2.5 Equipment/ Material Required for this Unit

There are no specific requirements for this unit

2.6 Symbols Used in this Unit

The various Learning Materials sections are designed so that you can work at your own pace, with tutor support. As you work through the Learning Materials (see Section 5), you will encounter symbols. These symbols indicate that you are expected to do a task. **These tasks are not Outcome Assessments.** They are exercises designed to consolidate learning or encourage thought, in preparation for the Outcome Assessment (see Section 3 — Assessment Information for this Unit).

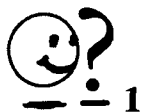
Activity



This symbol indicates an Activity. Usually, Activities are used to improve or consolidate your understanding of the subject in general or a particular feature of it.

In this Unit, you are asked to undertake various activities to assist you with the assessments.

Self-Assessed Question



This symbol indicates a Self-Assessed Question. Using a Self-Assessed Question helps you check your understanding of the content that you have already covered. The Self-Assessed Questions in this guide will often take the form of short answer or fill in the blank/gap/exercises.

Everything is provided for you to check your own responses. Answers to the Self-Assessed Questions and Activities are to be found at the back of the Unit Student Guide. Where suggested responses to Self-Assessed Question and Activities are provided in the Unit Student Guide, **students are strongly discouraged from looking at these responses before they attempt the activity or question.**

The Self-Assessed Questions and Activities throughout the Unit Student Guide will help you to prepare yourself for the formal assessments, and to identify topic areas in which you will require clarification and additional tutor support. The Self-Assessed Questions and Activities will not serve this purpose if you look at the answers before trying them!

Self-Assessed Questions and Activities are designed to be checked by you. No tutor input is necessary at this

stage unless special help is requested, although from time to time your tutor may wish to view your responses to Self-Assessed Questions to see how you are progressing.

3

Assessment Information for this Unit

3.1

What Do I
Have to Do to
Achieve This
Unit?

By completing this Unit you will gain knowledge and skills to help you develop in effective team membership and participation.

The Unit focuses on two main areas:

- Develop the personal skills required for effective team participation
- Develop team effectiveness in a range of different situations.

This will enable you to:

- show your knowledge of the factors affecting working relations
- show your knowledge of conflict in a team environment
- understand the consequences — for individuals, working relationships and the effectiveness of an organisation — of poor levels of consultation, communication and interaction

- show the personal skills necessary for effective team participation
- participate in the planning, implementation and evaluation of a team project
- reflect on your achievement of the Unit Outcomes.

Internet access would be beneficial for additional information and research.

You are required to participate in the planning, implementation and evaluation of a team project. Evidence should be gathered to demonstrate the achievement of the skills and knowledge outlined in the unit. It is recommended that a diary/log/folio of activities undertaken be kept, to enable you to present evidence of your achievements.

4

Suggested Lesson Plan

The Learning Materials (see Section 5) are designed to lead you through a series of Activities, which will allow you to consolidate your learning and check on your own progress.

In this pack you are taken through a series of sections inclusive of Activities and Self Assessment Questions. These follow the content of Outcomes 1 and 2 as follows:

Section 1 — Introduction to Teams and Team Types

1.1 Defining teams

1.2 Why work in teams?

1.3 Types of team

3 hours

Section 2 — Building Teams

2.1 Introduction

2.2 How teams are formed

2.3 How groups become teams **3 hours**

Section 3 — Team Roles

3.1 Introduction

3.2 Team-working involves roles **3 hours**

Section 4 — Leading a Team

4.1 Introduction

4.2 Leading individuals in teams

4.3 Leadership traits

4.4 Leadership styles

4.5 Leadership contingencies

4.6 From theory to the workplace **3 hours**

Section 5 — Interacting in a Team

5.1 Introduction

5.2 Effective consultation

5.3 Effective communication