 Province of the

EASTERN CAPE

EDUCATION

**DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)**

**HOME SCHOOLING SELF-STUDY WORKSHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **13/05/2020** |
| **TOPIC** | **BUSINESS ROLES**  | **TERM 1****REVISION** | **X** | **TERM 2 CONTENT** | **X** |

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| **QUESTION 1: BUSINESS ROLES**  |  |
| 1.1 | 1.1.1 | Brainstorming √√ |  |
|  | 1.1.2 | Force-field analysis √√ |  |
|  | 1.1.3 | Nominal group technique √√ |  |
|  | 1.1.4 | SCAMPER √√ |  |
|  | 1.1.5 | Empty-chair technique √√ (5 x 2) | (10) |
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| 1.2 | Read the scenario below and answer the questions that follow: |  |
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|  | 1.2.1 | **Conflict*** Clash of opinions / ideas / view points in the workplace. √√
* Disagreement between two or more parties in the workplace. √√

Any other relevant answer related to the definition of conflict. |  (2) |
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|  | 1.2.2 | **Causes of conflict.** * Constant infighting. √
* Employees criticize each other’s ideas from time to time. √

**NOTE: Mark the first TWO (2) causes only.** | (2) |
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|  | 1.2.3 | **Conflict resolution procedure / steps** * Identify / Acknowledge that there is conflict. √√
* Analyse the cause(s) of conflict by breaking it down into different parts. √√
* Pre-negotiations may be arranged where members will be allowed to state their case / views separately. √√
* Arrange a meeting between conflicting team members. √√
* A time and place for discussion is arranged for negotiations where all members are present. √√
* Each member has the opportunity to express his / her own opinions / feelings / Conflicting members may recognise that their views are different. √√
* Devise / Brainstorm possible ways of resolving the conflict. √√
* Conflicting members agree on criteria to evaluate the alternatives. √√
* The best possible solution(s) is / are selected and implemented. √√
* Evaluate / Follow up on the implementation of the solution(s). √√
* Monitor progress to ensure that the conflict has been resolved. √√

Any other relevant answer related to a positive analysis of conflict resolution techniques.  ( Any 4 x 2) | (8) |
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| 1.3 | **Stages of team development.** **Forming stage** √* Individuals gather information and impressions about each other and the scope of the task and how to approach it. √
* This is a comfortable stage to be in. √
* People focus on being busy with routines, such as team organisation e.g. who does what, when to meet each other √, etc.

Any other relevant answer related to the forming stage of team development. (**Sub max) (3)****Storming stage √*** Teams go through a period of unease / conflict after formation. √
* Different ideas from team members will compete for consideration. √
* Team members open up to each other and confront each other's ideas / perspectives. √
* Tension / struggle / arguments occur and upset the team members / there may be power struggles for the position of team leader. √
* In some instances, storming can be resolved quickly, in others, the team never leaves this stage. √
* Many teams fail during this stage as they are not focused on their task. √
* This phase can become destructive for the team / will lower motivation if allowed to get out of control. √
* This stage is necessary / important for the growth of the team. √
* Some team members tolerate each other to survive this stage. √

Any other relevant answer related to the storming stage of team development. **(Sub max) (3)****Norming stage / Settling and reconciliation √*** Team members form agreement and consensus. √ - Roles and responsibilities are clear and accepted. √ - Processes, working style and respect develops. √ - Team members have the ambition to work for the success of the team's goals. √ - Conflict may occur, but commitment and unity are strong. √ - Any other relevant answer related to the norming / settling and reconciliation stage of team development. (Sub max) (3)

**Performing stage / Working as a team towards a goal** √* Team members are aware of strategies and aims of the team. √
* They have direction without interference from the leader. √
* Processes and structures are set. √
* Leaders delegate and oversee the processes and procedures. √
* All members are now competent, autonomous and able to handle the decision-making process without supervision. √
* Differences among members are appreciated and used to enhance the team's performance. √

Any other relevant answer related to the performing stage of team development. (Sub max) (3)**Adjourning / Mourning stage** √* The focus is on the completion of the task / ending the project. √
* Breaking up the team may be traumatic as team members may find it difficult to perform as individuals once again. √
* All tasks need to be completed before the team finally dissolves. √

Any other relevant answer related to the adjourning / mourning stage of team development.  (Sub max) (3)  Stage: (2)  Explanation: (1) **NOTE: Mark the first FOUR (4) stages only**. Any (4 × 3) | (12) |
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| 1.4 | Ways of dealing with difficult people.**OPTION 1*** Get perspective from others who have experienced the same kind of situation to be able to understand the difficult employee. √√
* Act pro-actively if possible, as a staff / personnel problem is part of a manager's responsibilities. √√
* Regular meetings with supervisors / departmental heads should help to identify difficult / problem behaviour. √√
* Ask someone in authority for their input into the situation. √√
* Identify the type of personality which is creating the problem. √√
* Meet privately with difficult employees, so that there are no distractions from other employees / issues. √√
* Make your intentions and reasons for your actions known so that they will feel at ease. √√
* Employees should be told what specific behaviours are acceptable by giving details about what is wrong / unacceptable and also an opportunity to explain their behaviour. √√
* A deadline should be set for improving bad / difficult behaviour. √√
* The deadline date should be discussed with the employee and his / her progress should be monitored / assessed prior to the deadline. √√
* Guidelines for improvement should be given. √√
* Do not judge the employee, but try to understand him / her / Understand the person's intentions and why they react in a certain way. √√
* Keep communication channels open and encourage employees to communicate their grievances to management. √√
* Build rapport / sound relations by re-establishing personal connection with colleagues, instead of relying on e-mails / messaging / social media. √√
* Help difficult employees to be realistic about the task at hand. √√
* Remain calm and in control of the situation to get the person(s) to collaborate. √√
* Treat people with respect, irrespective of whether they are capable / competent or not. √√
* Sometimes it may be necessary to ignore but monitor a difficult person. √√
* Identify and provide an appropriate support program to address areas of weakness. √√

Any other relevant answer related to managing difficult employees. **AND / OR****OPTION 2 (Different personalities)**

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| **Type of personality** | **Strategy to deal with personality** |
| Complainer √ | - Listen to the complaints but do not acknowledge them. √ - Interrupt the situation and move to the problem-solving process as soon as possible. √ |
| Indecisive √ | - Guide them through alternatives. √ - Stay in control and emphasise the importance of making a decision. √ - Help them make the decision or solve the problem. √ |
| Over agree √ | - Be firm and do not let them make promises that they cannot keep. √ - Follow up on their actions. √ |
| Negativity √ | - Be firm with them and do not let them draw you into their negativity. √ - Listen to them but do not agree with them. √ |
| Expert √ | - Be firm and assertive. √ - Do not accuse them of being incorrect and do not get caught in their game. √ - Know your facts. √ |
| Quiet √ | - Do not fill their silence with words. √ - Wait for their response. √ - Prompt them through the process so that they give input. √ - Restrict the time of the discussion. √ |
| Aggressive √ | - Allow them time to speak and blow off. √- Be firm, but do not attack them. √ - Do not allow them to be hostile towards others. √ |

**NOTE: (applicable to OPTION 2):**  **1. Allocate a maximum of THREE (3) marks for only identifying the type of personality without a strategy.**  **2. Allocate TWO (2) marks for indicating the strategy without identifying the type of the personality / Take particular note of overlap of strategies.** (Any 5 x 2) | (10) |
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| 1.5 | 1.5.1 | Advertising Standard Authority √√ | (2) |
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|  | 1.5.2 | **Practical examples of unfair/deceptive advertisement.** * Advertise a product at low price to attract consumers but the item is not available at the advertised price. √√
* Buy one get one free but there are hidden costs included which the customer had to pay. √√
* Advertise a product with accessories without indicating that accessories are optional, e.g. advertise bedroom set & head lamps. √√
* Advertise a refurbished second hand good as new. √√
* Use competitors name or trademark in advertisement. √√
* Conceal presentation / information and wording purposely omitted. √√
* Ambiguity and exaggeration in advertisement. √√

Any other relevant answer related to practical examples of unfair / deceptive advertisements. **NOTE: Mark the first THREE (3) only**. Max (6) | (6) |
|  |  |  |  |
| 1.6 | **Advantages of creative thinking in the workplace.*** Starts / Ignites the process of problem solving √, as there are usually more problems and not enough solutions. √
* Better / Unique / Unconventional ideas / solutions √ are generated. √
* May give businesses a competitive advantage √ if unusual / unique solutions / ideas / strategies are implemented. √
* Complex business problems √ may be solved. √
* Productivity increases √ as management / employees may quickly generate multiple ideas that save time and money / Time is utilised more effectively. √
* Managers / employees have more confidence √ as they can live up to their full potential. √
* Managers will be better leaders √ as they will be able to handle / manage change(s) positively and creatively. √
* Managers / Employees can develop a completely new outlook, √ which may be applied to any task(s) they may do. √
* Leads to more positive attitudes √ as managers / employees feel that they have contributed towards problem solving / Improves motivation amongst staff members. √
* Managers / Employees have a feeling of great accomplishment √ and they will not resist / obstruct once they solved a problem / contributed towards the success of the business. √
* Management / Employees can keep up √ with fast changing technology. √
* Stimulates brain function of employees / managers, as they are continuously pushed out of their comfort zone √ / improving the total wellbeing of employees. √
* Creativity may lead to new inventions √ which improves the general standard of living. √

Any other relevant answer related to the benefits of creative thinking. Max (8) | (8) |
|  | EC June 2017 | **[60]** |
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