

Team Leading - Level 2
Unit 1 Managing Yourself and Providing Direction

Read the following questions and choose the correct answer A, B, C or D.
Choose one answer only.

- 1 A team leader would like to improve their computer skills. Which **one** of the following would be the **best** way to do this in their **own time**?
 - A An online distance learning course.
 - B Coaching from the IT department.
 - C Coaching from a team member.
 - D An extended training course.

- 2 How can team members be involved in planning the achievement of team objectives?
 - A By discussing the objectives and encouraging the team to make suggestions and contributions.
 - B By planning with some of the team what needs to be achieved from the work objectives.
 - C By getting the team to decide which part of the objective they want to work on first.
 - D By telling each team member what they have to do in order achieve the objective.

- 3 Two team members have a conflict with one another over workload and who works the hardest. Which **one** of the following is the **best** way to deal with this?
 - A Use a direct approach with each person individually and if necessary together to resolve the issues.
 - B Ask your manager to resolve the problem as it could lead to a grievance and it is not your problem.
 - C Talk to the team and reinforce that they have to work together even if they do not get on.
 - D Ignore it as both members of the team are old enough to resolve the problem together.

- 4 By keeping your knowledge up to date it enables.....within your team. Which **one** of the following **best** completes the sentence?
 - A competition and de-motivation
 - B isolation and de-motivation
 - C isolation and development
 - D growth and development

- 5 Which **one** of the following is a tool that enables you to analyse how you spend your time?
- A An action plan
 - B An activity log
 - C A learning log
 - D A to do list
- 6 Why is it important to encourage team members to take the lead?
- A It increases confidence and responsibility of the team members
 - B It reduces confidence and responsibility of the team members
 - C It decreases interpersonal conflict within the team as a whole
 - D It increase interpersonal conflict within the team as a whole
- 7 Which **one** of the following forms part of a SMART target and an important factor to setting work objectives?
- A Setting targets that are measurable.
 - B Setting targets that are team driven.
 - C Setting targets that are adequate.
 - D Setting targets that are sizeable.
- 8 A team leader likes to monitor the team's progress against team objectives. Which **one** of the following is the **best** way to communicate with the team?
- A By emailing the team every week to check up on them.
 - B By holding meetings with each member of staff daily.
 - C By watching every member of the team work.
 - D By holding a weekly team meeting.
- 9 Which **one** of the following would be the **best** way to measure progress against work objectives?
- A By watching every team member complete every task that is set for them.
 - B By only ever reviewing progress on a yearly basis with the whole team.
 - C By having regular team briefings and 1:1 meetings with your manager.
 - D By asking other people to monitor the progress and hope for the best.
- 10 Which **one** of the following is a leadership style?
- A The consultative democrat
 - B The destructive democrat
 - C The consultative autocrat
 - D The destructive autocrat

UNIT 2 Team Leading Responsibilities

Read the following questions and choose the correct answer A, B, C or D. Choose one answer only.

- 1 Why is it important that potential health and safety risks are reported?
 - A To keep the health and safety officer in a job.
 - B To prevent the risk becoming a hazard.
 - C To make sure it cannot happen again.
 - D To ensure a fire does not break out.

- 2 Under the Health & Safety regulations what do employers have a responsibility to provide?
 - A Information and training so that employees understand the importance of their role in ensuring health & safety.
 - B A health and safety culture, where all employees are responsible for all aspects of health & safety.
 - C Training to understand the terminology of health & safety.
 - D Ensure there is a health & safety officer employed.

- 3 An urgent deadline for a team task has been given to the team leader. Which one of the following is the best way to communicate this to all staff to ensure that they know and understand what needs to be achieved?
 - A Email to some team members, stating the deadline and ask them to tell those who do not have email access.
 - B Write a memo, send it to every member of staff and hope that they take time to read it.
 - C See each member of staff individually at a time that suits them best to update them.
 - D Hold a full team meeting immediately and update staff that are unable to attend.

- 4 Team performance was below the agreed target, what approach should you use to find ways to improve achievement?
 - A Investigate some of the reasons for poor performance and take remedial action.
 - B Question each team member and make them responsible for poor results.
 - C Involve the team in a review session to identify areas of difficulty.
 - D Interview team members individually and record their opinions.

- 5 Why must compliance with health and safety procedures be monitored regularly?
 - A To catch people out who take short cuts in their duties.
 - B To monitor that staff are carrying out their job roles.
 - C To allow staff to do their jobs effectively.
 - D To prevent risks.

- 6 Discrimination on the grounds of race is not allowed under the Race Relations Act (1976). Which **one** of the following is not covered by this act?
- A Ethnic Origin.
 - B Nationality.
 - C Religion.
 - D Colour.
- 7 The Health & safety at Work Act (1974) sets out regulations on health, safety and welfare at work. Who has responsibility for making sure that organisation does not breach the Act?
- A The employer and employees.
 - B The employer and customers.
 - C The employees only.
 - D The employer only.
- 8 Creating a successful and productive team will involve **one** of the following.
- A Ensuring each team member has a strict deadline to work to.
 - B Allowing each team member to choose their own tasks.
 - C Communicating with team members on a weekly basis.
 - D Ensuring that task allocation is fair and appropriate.
- 9 A team member feels they have been discriminated against on the grounds of racial discrimination, where can you advise them to seek help?
- A The Racial Equality Council.
 - B The Citizens Advice Bureau.
 - C The local Police station.
 - D An Industrial Tribunal.
- 10 Why is it important for team members to receive health & safety training?
- A To enable questions to be answered by staff when inspectors visit.
 - B To ensure the company meets its legal obligations.
 - C To check workplaces with ten or more staff on site.
 - D To promote regulations in commercial offices.