Basic Agricultural Production and Natural Resources Conservation Level-I

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Training Module –Learning Guide 79-80

Unit of Competence: Work with Others

Module Title: Working with Others

TTLM Code: AGR BAN1 M07 TTLM 0919v1

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Module Title Work with Others

TTLM Code: AGR BAN1 M19 TTLM 0919v1

This module includes the following Learning Guides

LG 79:- Develop effective workplace relationship Reduce gender gaps

LG Code: AGR BAN1 M19 LO1-LG-79

LG 80:- Contribute to work group activities

LG Code: AGR BAN1 M19 LO1-LG-80

Instruction Sheet 1	**Learning Guide 79** Develop effective workplace relationship Reduce gender gaps

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

⇨ Developing effective workplace relationship

- Undertaking Duties and responsibilities
- Setting workplace policies
- Seeking assistance from workgroup members
- Providing feedback
- Identifying, respecting and acknowledging workplace values and beliefs

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

⇨ Develop effective workplace relationship

⇨ Undertaking Duties and responsibilities

⇨ Setting workplace policies

⇨ Seeking assistance from workgroup members

⇨ Providing feedback

⇨ dentifying, respecting and acknowledging workplace values and beliefs

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described
3. Read the information written in the information "Sheet
4. Accomplish each "Self-check respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to the next or "Operation Sheet
6. Do the "LAP test"

Information Sheet-1	**Undertaking Duties and responsibilities**

Effective workplace relationship

Working in teams can create both benefits and challenges for the individual and the Organization For the individual, working in teams can:

Make you more marketable - employers want team players

- Help you develop communication, negotiation and problem solving skills

- Enable you to share ideas

- Expose you to different ideas and ways of working

- Be more enjoyable - we all like to "belong" However, people often find it difficult to work in teams if they are naturally introverted, and it is the job of the Team Leader to ensure that all team members feel able to contribute.

For the organization, working in teams can:

- Release creativity and energy

- Combines a range of specialist skills and knowledge

- Improve communication

- Improve efficiency

However, teams need meetings and unless well managed can take up too much time. Conflict and personality clashes can also arise or just as bad, "groupthink" can set in and lead to a lack of new ideas - remember new ideas often only come from good use of conflict!

Developing effective workplace relations are critical to productivity and ultimately job performance. It is necessary to have relationships with coworkers, supervisors, managers, or employees.

Duties and responsibilities

Regardless of the position, successful relationships among team members at work will make a team more effective. All team members need to be responsible for different parts of the process of the work in their workplace.

For a team to be successful, responsibilities and duties must be undertaken in a positive manner to promote co-operation and good relationships. This can be achieved by following

- The requirements of your job description
- The goals and objectives of both the organization and the team in which you are working
- The organization's business plan
- The organization's supervision and accountability requirements
- Legal requirements, such as Occupational, Health and Safety regulations
- Anti-discrimination policy
- Access and equity principles
- Workplace policies/ethical standards or industry Code of Conduct.

Self-Check 1	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.
1. What are the benefits and challenges of working in team for
   a. The individuals?
   b. The organization?
2. Responsibilities and duties must be undertaken in a positive manner for a team to be successful. Thus, what is needed to consider achieving this success?

Note: **Satisfactory rating - 25 points and above   Unsatisfactory - below 25points**
You can ask your teacher for the copy of the correct answers.

Information Sheet-2	Workplace policies

Workplace policies often reinforce and clarify standard operating procedure in a workplace. Well written policies help employers manage staff more effectively by defining acceptable and unacceptable behavior in the workplace, and set out the implications of not complying with those policies.

A workplace policy consists of a statement of purpose and one or more broad guidelines on action to be taken to achieve that purpose. The statement of purpose should rarely exceed one page in length and should be written in simple terms free of jargon. The length of the policy may vary depending on the issue it addresses.

A policy may allow discretion in its implementation and the basis of that discretion may be stated as part of the policy. A policy may be required where there is a diversity of interests and preferences, which result in vague and conflicting objectives among those who are directly involved.

Not all workplace issues require a policy. Many routine matters can be dealt through simple procedures.

Self-Check 2	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below.

3. What are the benefits of work police for
    A. The individuals?
    B   The organization?

Note: **Satisfactory rating - 25 points and above   Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.

Information Sheet-3	Assistance from workgroup members

There are many times when a problem arises that you cannot solve by yourself. If you cannot finish a task, then you slow down the whole group. It is then necessary to ask for assistance, by approaching others, for example

- Your supervisor
- Your coach or mentor
- Your colleagues or other members of the team
- Another member of the organisation.

It is important to work together. This can happen in either a meeting, teleconference, face-to-face or online via the Internet.

Self-Check 3	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1.What are the benefits working in groups?

Note: **Satisfactory rating - 25 points and above   Unsatisfactory - below 25points**
You can ask your teacher for the copy of the correct answers.

Information Sheet-4	Feedback

Feedback is an essential element for everyone in an organization's workforce. Giving feedback is a task you perform again and again as a manager or supervisor, letting

people know where they are and where to go next in terms of expectations and goals - yours, their own, and the organizations.

Feedback is a useful tool for indicating when things are going in the right direction or for redirecting problem performance. Your objective in giving feedback is to provide guidance by supplying information in a useful manner, either to support effective behavior, or to guide someone back on track toward successful performance.

Feedback on performance may include

- formal or informal performance appraisals, which generally occur on a regular basis. The first appraisal usually takes place three months after an employee starts a job then every six or twelve months thereafter. These appraisals allow for a formal method of feedback which can lead to modification of work performance, further training and re-evaluation of performance.
- obtaining feedback from supervisors and colleagues – mainly in the form of informal comments on a job well done or suggestions of how to complete a task.
- obtaining feedback from clients – hopefully positive praise rather than negative points.
- personal, reflective behaviour strategies – thinking about what you have done and how you can improve it next time.
- routine organisational methods for monitoring service – these include customer complaint or satisfaction forms, and surveys that are completed at the end of a task.

It is important that your work performance is monitored and that you receive feedback that is constructive and encourages you to strive for improvement. Some clues that constructive feedback is needed are when:

• Someone asks for your opinion about how they are doing

• Unresolved problems persist

• Errors occur again and again

• An employee's performance doesn't meet expectations

• A peer's work habits disturb you

Therefore, Feedback provided by others in the team should be encouraged, acknowledged and acted upon the goals of the organization.

Self-Check 4	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. When do you provide a constructive feedback to people?

a. _____

b. _____

c. _____

d. _____

e. _____

Note: **Satisfactory rating - 25 points and above   Unsatisfactory - below 25points**

You can ask your teacher for the copy of the correct answers.

Information Sheet-5	Workplace values and beliefs

We each bring our backgrounds, beliefs, values, talents and behavior standards to work. Taken together, these define how we treat others and how we expect to be treated. They define what makes each of us unique.

To respect diversity is to recognize each individual for his/her unusual and unique talents. These talents are as multifaceted and complex as the individual they belong to. Learning how to deal with diversity involves acquiring some new skills. In fact, succeeding at work is very difficult for those who are unable to collaborate with a diverse group of people.

Diversity by itself doesn't make an organization strong or successful. Dealing with diversity in a healthy, productive and proactive manner, however, can help an organization succeed.

Diversity includes:

- People of different genders
- People with diverse ethnic, racial and cultural backgrounds
- People of different ages and experiences
- People with different abilities
- People with different sexual orientations
- People who practice different religions
- People who speak different languages
- People with different family structures
- People with different educational backgrounds
- People with different work and life experiences

Differences/diversity in personal values, beliefs, talents and behavior standards are needed to be respected and acknowledged in the work place relationships for success of a development organization

Self-Check 5	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. Why do workplace values and beliefs need to be respected and acknowledged in workplace relations?

Note: **Satisfactory rating - 25 points and above   Unsatisfactory - below 25points**
You can ask your teacher for the copy of the correct answers.

INSTRUCTION SHEET 1	Learning Guide 80 **Contribute to work group activities**

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

⇨ Contributing to workgroup activities

- Providing support
- Applying time management strategies
- Identifying importance of communication
- Identifying strategies and opportunities for improvement of the workgroup

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

⇨ Contribute to work group activities

- Providing support
- Applying time management strategies
- Identifying importance of communication
- Identifying strategies and opportunities for improvement of the workgroup

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described
3. Read the information written in the information "Sheet
4. Accomplish each "Self-check respectively.
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6. Do the "LAP test"

Information Sheet-1	• **Providing support**

Contributing to workgroup activities

Providing support

It is important to provide support to team members to ensure that workgroup goals are met. Providing support to team members may include

- explaining or clarifying policies, procedures, instructions etc
- helping colleagues to complete tasks on time, especially if you have completed your own tasks ahead of schedule
- assisting with solving problems
- providing encouragement in order to foster a positive attitude
- providing feedback to another team member
- undertaking extra tasks if necessary.

Self-Check 1	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. Who do you provide support to a team members? List at least four of the ways to provide support.

     a.

     b.

     c.

     d.

Note: Satisfactory rating - 25 points and above Unsatisfactory - below 25points

You can ask your teacher for the copy of the correct answers.

Information Sheet-2	Time management strategies

In order to ensure workgroup goals are met, it is important to apply time management strategies, including

- prioritising: the ordering of tasks so that the most important are completed first and so on to the least important.
- delegation: passing on specific tasks for completion by someone else, particularly if that person is more skilled to complete the job than you are.
- problem-solving: often achieved by brainstorming so that the best method of solving the problem is adopted and agreed on by all team members.
- decision-making: often the responsibility of the team leader so that tasks are completed within the set deadline.

Self-Check 2	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. What are the function of time management? (10 pts)

Note: Satisfactory rating - 25 points and above Unsatisfactory - below 25points
You can ask your teacher for the copy of the correct answers.

Information Sheet-3	Communication

Effective communication is important so that

- team members understand and agree with team goals

- goals and tasks can be clarified
- team members understand how their tasks fit in with other people's tasks
- problems can be sorted out before they become too serious
- information that affects team goals can be shared
- the team can evaluate their progress and discuss ways to improve their work.

Communication may either be oral or written.

Oral communication methods may include

- discussion: to share ideas to facilitate a job being completed on time
- debate: when two people do not agree so put forward their point of view in order to convince the other person
- negotiation: when people discuss their differences of opinion but are willing to compromise with each other in order to get a job done
- speeches: for example, in a training session.

Written communication methods may include

- instructions: to explain how a task must be completed in order to limit misunderstanding
- schedules: to priorities tasks so that the most important is completed first
- reports: often used as feedback or when evaluating a task/procedure.

Self-Check 3	**Written Test**

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. List at least five importance of effective communication.

       a.

       b.

       c.

       d.

       e.

Note: Satisfactory rating - 25 points and above   Unsatisfactory - below 25points

You can ask your teacher for the copy of the correct answers.

Information Sheet-4	Strategies and opportunities for improvement of the workgroup

It is important that strategies and opportunities for improvement of the workgroup are identified and planned in liaison with the workgroup. Some strategies or opportunities may include

- holding meetings: an important way for members to communicate and solve problems.
- brainstorming: many people are able to contribute ideas, particularly when trying to solve a problem, so that the best alternative is adopted.
- coaching, mentoring or supervision: enables more experienced personnel to help the less experienced in order to improve the latter's efficiency and performance.
- formal and informal training provisions: formal includes attending courses whereas informal is often one colleague helping another, which will improve the performance of the person receiving the training.
- internal and external training provisions: internal training occurs on site whereas external is held another College or other business premises, depending on the size and resources of the business. All training would result in improvements in awareness, performance and efficiency of the workgroup.
- work experience or exchange opportunities: allows a worker to see what is occurring in other work venues and can share ideas with team members to improve work performance of team.
- personal study: to improve knowledge and performance, which can then be shared with other team members.
- career planning and development: to have a plan for the future, which can benefit the team.
- performance appraisals: will identify the need for further training.

- workplace skills assessment: to determine what skills the members of a particular workplace have so that workgroups can be chosen with the knowledge that the best people for a certain task will be chosen to maximize the outcomes.
- recognition of prior learning: to ensure that the most experienced or the person with the most training will be chosen for each task to ensure that tasks are completed on time.

Self-Check 4	Written Test

Name: _____   Date: _____

Directions: Answer all the questions listed below.

1. What do you mean by opportunities? 10(pts)

Note: Satisfactory rating - 25 points and above Unsatisfactory - below 25points
You can ask your teacher for the copy of the correct answers.