



BSBLDR411

# Demonstrate leadership in the workplace

## Assessment 1 of 2

### Short Answer Questions



## Assessment Instructions

### Task overview

This assessment task is divided into seven (7) short answer questions. 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



## 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.

## Question 1

Fill out the table using the instructions below:

- Column 1: Explain where organisational values and standards can be found when they are stated within an organisation
- Column 2: Explain where organisational values and standards can be found when they are implied within an organisation

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 80 – 100 words]

**Assessor instructions:** Students must fill out the table using the instructions below:

- Column 1: Explain where organisational values and standards can be found when they are stated within an organisation
- Column 2: Explain where organisational values and standards can be found when they are implied within an organisation

Students' words will vary but their answers need to reflect the content of the sample answer provided below.

Where can they be found when they are stated?	Where can they be found when they are implied?
<p>The stated standards and values are usually found in an organisation's mission statement and further explained in certain documents and procedures.</p> <p>Organisational standards and values are stated in:</p> <ul style="list-style-type: none"><li>• The Organisation's Mission Statement</li><li>• The Organisational Code of Ethics or Organisational Code of Conduct</li><li>• The Organisational Handbook or Staff Manual</li></ul> <p>They may also be communicated verbally through organisational meetings such as:</p> <ul style="list-style-type: none"><li>• Inductions</li><li>• Meetings</li><li>• Training</li></ul>	<p>Organisational standards and values are implied in</p> <ul style="list-style-type: none"><li>• The organisation's culture</li><li>• How the workers in the organisation conduct business</li><li>• How clients, customers, and people outside of the organisation perceive it</li></ul>

## Question 2

In the table below, using your own words explain the terms:

- Organisational values (What are they, why they are important and what they reflect)
- Expectations of behaviour

In the last column, provide two [2] examples for each term.

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 100 – 150 words]

**Assessor instructions:** Students must provide an explanation for the terms:

- Organisational values (What are they, why they are important and what they reflect)
- Expectations of behaviour

In the last column, they will need to provide two [2] examples for each term.

Students' words will vary, but their answers will need to reflect the content in the sample answer below.

Students' examples will need to come from the lists (column 3, rows 1 and 2) in the sample answer.

If the student decides to provide a different example from the ones included in the sample answer, their example should align with the expectation of an example for "organisational values" or "expectations of behaviour" according to the definition of each term.

A sample answer is provided below.

Terms	Explanation	Examples
<b>Organisational Values</b>	Organisational values are the core principles in terms of behaviour which the organisation will follow by conducting business according to these principles. Organisational values are important in developing the workplace culture and the organisation's reputation to those outside of it. The values will always reflect what an organisation strives to present in all its procedures, projects, and outputs.	<ol style="list-style-type: none"><li>1. An international university would have academic excellence and diversity values</li><li>2. A construction company would prefer safety and professionalism</li></ol>
<b>Expectations of behaviour</b>	Expectations of behaviour are the reactions an organisation would expect an employee to have: <ul style="list-style-type: none"><li>• while they're performing their job</li><li>• when dealing with other staff, clients, and stakeholders</li><li>• when facing a particular situation or problem.</li></ul>	<ol style="list-style-type: none"><li>1. Display a positive and respectful attitude</li><li>2. Work with honesty and integrity</li><li>3. Represent the organization in a responsible manner</li><li>4. Perform their jobs to a reasonable, acceptable standard</li><li>5. Maintain good attendance</li></ol>

### Question 3

Explain the four [4] basic leadership theories in the table below using your own words.

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 250 – 300 words]

**Assessor instructions:** Students must explain the four [4] basic leadership theories in the table below using their own words.

Students' words will vary, but their answers will need to reflect the content in the sample answer below.

A sample answer is provided below.

Leadership Theories	Explanation
<b>The Great Man/Woman theory</b>	This theory proposes that certain people make better and more natural leaders than others. According to this theory, successful leaders such as presidents, conquerors from history, and decorated politicians are great men or women who can replicate that success in different circumstances. It proposes that leadership is intrinsic rather than something that is developed over time.
<b>Trait theory</b>	<p>The trait theory of leadership was created as a result of several studies on the specific traits of leaders. Those studies have found that there are sets of traits that belong to an effective leader. Those types of traits are:</p> <p><b>Physical</b></p> <ul style="list-style-type: none"><li>• Height</li><li>• Appearance</li><li>• Energy level</li></ul> <p><b>Intellectual</b></p> <ul style="list-style-type: none"><li>• Intelligence</li><li>• Independence</li><li>• Ability to reason</li></ul> <p><b>Personality</b></p> <ul style="list-style-type: none"><li>• Extroversion</li><li>• Dominance</li></ul> <p><b>Social</b></p> <ul style="list-style-type: none"><li>• Flexibility</li><li>• Charisma</li><li>• Social intelligence</li></ul>
<b>Contingency theory</b>	<p>This leadership theory focuses on environmental factors that determine what leadership style would best suit the situation. According to this theory, no leadership style is the best for every situation. Contingency theory suggests that leaders focus on variables related to the environment to determine the best leadership style suited for the situation. Leaders must:</p> <ul style="list-style-type: none"><li>• Identify and examine the needs of their team members</li><li>• Assess the context of their working situation and environment</li><li>• Adjust their behaviour based on their findings</li></ul>

<b>Situational theory</b>	<p>Similar to the contingency theory, the situational theory of leadership suggests that no leadership style is the best for every situation. A situational leader can identify what leadership style and strategies are necessary for the task at hand. According to this theory, a leader must be able to adjust their leadership style according to:</p> <ul style="list-style-type: none"> <li>• The objectives of the task</li> <li>• The nature of the group</li> <li>• The activities necessary for completing the task</li> <li>• The resources needed for the task</li> </ul>
---------------------------	--

**Question 4**

Explain the four [4] common leadership styles in the table below using your own words.

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 90 – 110 words]

**Assessor instructions:** Students must explain the four [4] common leadership styles in the table below using their own words.

Students' words will vary, but their answers will need to reflect the content in the sample answer below.

Leadership Styles	Explanation
<b>Autocratic or Directive style</b>	<ul style="list-style-type: none"> <li>• Leader makes all the decisions</li> <li>• Best used for decisions that are:               <ul style="list-style-type: none"> <li>○ simple and routine; or</li> <li>○ need to be completed quickly; or</li> <li>○ does not require the full team to be involved</li> </ul> </li> </ul>
<b>Individual Consultative Style</b>	<ul style="list-style-type: none"> <li>• Leader asks each team member for their opinion</li> <li>• Leader makes a decision that is a compromise of all opinions</li> <li>• Best for when a decision needs to be made quickly</li> </ul>
<b>Participative Style</b>	<ul style="list-style-type: none"> <li>• The decision is made through teamwork</li> <li>• All members get to share ideas and opinions</li> <li>• Best used when there is ample time for decision-making</li> </ul>
<b>Decision by minority</b>	<ul style="list-style-type: none"> <li>• The decision is made by whoever is present</li> <li>• Best used when there is limited time, and the team cannot convene</li> </ul>

**Question 5**

Answer the questions relating to the process for raising questions about an organisation's standards and values in the table below.

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 50 – 100 words]

**Assessor instructions:** Students must answer the questions relating to the process for raising questions about an organisation's standards and values in the table below.

Students' words will vary but their answers need to reflect the sample answer below.

Students' reasons for the second question will need to come from the list in the sample answer.

<b>Raising questions about standards and values</b>	
1. Where can you find the process for raising questions about an organisation's standards and values?	
	The process for raising questions about an organisation's standards and values is normally found in its code of ethics.
2. Provide two [2] reasons you would raise questions about an organisation's standards and values?	
	<ul style="list-style-type: none"> <li>• A standard or a value needs improvement</li> <li>• A standard or a value is unfair</li> <li>• A standard or a value is discriminatory</li> <li>• A standard or a value is unrealistic</li> <li>• A standard or a value is offensive</li> </ul>
3. Which department should you get in touch with to discuss your questions?	
	The HR department of the organisation is usually the department you can discuss your concerns and questions about the organisation's standards and values.

### Question 6

Fill out the table by following the instructions below:

- list two [2] behaviours that would be considered damaging to an organisation. Provide an example for each behaviour and explain the effect it would have on the organisation
- list three [3] indicators of performance issues that would be considered damaging to an organisation and explain their effects on the organisation

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 150 – 200 words]

**Assessor instructions:** Students must fill out the table by:

- listing two [2] behaviours that would be considered damaging to an organisation. Provide an example for each behaviour and explaining the effect it would have on the organisation.

- listing three (3) indicators of performance issues that would be considered damaging to an organisation and explaining their effects.

Students' responses will vary but they will need to come from the sample answer below.

Behaviours	Example	Effect
Gossip	Spreading rumours about other worker's personal lives, talking about people behind their backs	It can cause lower morale in those being gossiped about and a negative impact on team relationships
Bullying	Manipulating, intimidating, and isolating specific persons to belittle them	The victims are likely to quit, leading to more frequent turnovers in the organisation
Rude Behaviour	Being angry when interacting with others, talking back and using foul language, damaging objects in the work area	It can hinder a team's ability to freely communicate with each other and lower their productivity and cooperation
Insubordination	Disobeying reasonable directions and disrespecting supervisors in the organisation	Workers that refuse to cooperate can cause lower productivity and discredit the authority of superiors in the organisation
Indicators of performance issue	Effect	
Absenteeism	Reduced productivity, increased costs	
Frequent mistakes	Rework, increased costs, loss of reputation	
Not following instructions	Possible mistakes, potential legal issues	
Not completing work on time	Organisation/team may not meet targets, loss of business/reputation	
Lack of commitment	Reduced performance, poor team morale	
Not meeting performance standards	Reduced productivity, loss of reputation	



## Question 7

Explain the following concepts using your own words:

- organisational values and ethics
- role modelling
- integrity and credibility
- leadership.

To answer this question, it is recommended to use the information provided in your learning material.

[Approximate word count: 130 – 160 words]

**Assessor instructions:** Students must explain the following concepts using their own words:

- organisational values and ethics
- role modelling
- integrity and credibility
- leadership.

Students' words will vary, but their answers will need to reflect the content in the sample answer below.

Concept	Explanation
Organisational values and ethics	Organisational values are the core principles in terms of behaviour which the organisation will follow by conducting business according to these principles. Organisational ethics are organisational values in action.
Role modelling	Role modelling is a process used by leaders to influence others to learn desirable actions or behaviour through demonstration or 'modelling' of the desired actions and behaviours themselves. Role models are imitated, emulated, or looked to for guidance.
Integrity and credibility	Integrity refers to being honest, trustworthy, and reliable by acting in accordance with your words. It includes being accountable for your own mistakes in the workplace instead of hiding them, making excuses, or blaming others. Credibility refers to the state of trust between you and others in the workplace. This is established when you provide information or opinions based on sound logic and facts while also demonstrating consistent actions.
Leadership	Leadership is the ability to influence others to achieve their goals and contribute to the growth and improvement of an organisation.

**Assessment checklist:**

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

1	Seven (7) short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
---	--	--------------------------



**Congratulations you have reached the end of Assessment 1!**

© UP Education Online Pty Ltd 2021

Except as permitted by the copyright law applicable to you, you may not reproduce or communicate any of the content on this website, including files downloadable from this website, without the permission of the copyright owner.