Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

BACHELOR OF ARTS IN COMMUNITY DEVELOPMENT

UNIT CODE/NAME: BCD 213: BUILDING HIGH PERFORMANCE TEAMS

September – December 2019/2020 End Semester Exam - Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO Questions.

QUESTION ONE

a) Differentiate between teams and groups **(10 Marks)**
b) Explain 3 method of team Management **(6 Marks)**
c) Outline 5 problems in team Management **(5 Marks)**
d) Explain 3 strategies of solving problems through team Management **(6 Marks)**
e) Outline 3 leadership styles in team Management **(3 Marks)**

QUESTION TWO

a) Define the term team Management **(5 Marks)**
b) Explain team management process **(10 Marks)**

QUESTION THREE

a) Define the term high performance teams **(5 Marks)**
b) Explain 5 characteristics of high performance teams **(10 Marks)**

QUESTION FOUR

a) Define the term team leader **(5 marks)**
b) Explains 5 skills needed for a team leader **(10 marks)**

QUESTION FIVE

a) Define the term conflict Management **(5 Marks)**
b) Explain TKI conflict handling modes that can be used to solve conflicts amongst teams. **(10 Marks)**