



TERTIARY AND VOCATIONAL EDUCATION COMMISSION

NVQ Level 6 Semester I Examination – 2020/21

Diploma in Cosmetology

Teamwork & Leadership- EMPM 05

Answer any **five (05)** Questions.

Time: 3 Hours

Total Marks: 100

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- 1) The quality of leadership affects every level of any organization. It does not matter if it is a corporation or a two man freelance business.
 - a) Explain the role of leader as a coach and Facilitator (5 marks)
 - b) Not all the leaders are managers. Not all the managers are leaders. Criticize. (05 marks)
 - c) Great leaders are committed to their business, their employees and their customers. Elaborate the statement (5 marks)
 - d) All leaders must know how to solve team- and company-related problems. Do you agree with statement? Explain (5 marks)
 - 2) Leadership style is the manner and approach of providing direction, implementing plans, and motivating people. Following are some leadership styles of different personalities identify and briefly explain each.
 - a) Mr Sunil is the managing director of KHL Salon chain and he always makes decisions without consulting their team members, even if their input would be useful. (5 marks)
 - b) Mrs Ameesha is leader and she makes the final decision of her company, but she involve her team members in the decision-making process. (5 marks)
 - c) Mr Mohan is a leader who gives a lot of freedom to their team members in how they do their work, and how they set their deadline. (5 marks)
 - d) Jessica is the CEO of GHY Cooperation and she always inspires their team members because she expects the best from everyone. (5 marks)
 - 3) For teams to be effective, the people in the team must be able to work together to contribute collectively to team outcomes. But this does not happen automatically: it develops as the team works together. Bruce Tuckman, an educational psychologist, identified a five-stage development process that most teams follow to become high performing. Given below are some stages of team building process identify each situation and briefly explain each of them.

- a) This the period marked by conflict and competition as individual personalities emerge. Team performance may actually decrease in this stage because energy is put into unproductive activities (5 marks)
 - b) In this stage most of the team's goals have been accomplished. The emphasis is on wrapping up final tasks and documenting the effort and results (5 marks)
 - c) This involves a period of orientation and getting acquainted (5 marks)
 - d) In this stage conflict is resolved and some degree of unity emerges and consensus develops around who the leader or leaders are, and individual member's roles (5 marks)
- 4) a) Leaders are born. Not made. Explain the above the statement by using leadership theories. (5 marks)
- b) According to Hersey and Blanchard model there are different leadership styles. Illustrate and explain (5 marks)
- c) State 05 functions of a good leader. (5 marks)
- d) State 05 features that can be identified in a good team work (5 marks)
- 5) a) There are a number of different communication channels you can use to improve the effectiveness of team communication. Identify and explain 2 of them. (5 marks)
- (b) Group decision making also have advantages and disadvantages. State 2 advantages and 3 disadvantages of group decision making. (5 marks)
- c) Intercommunication within group is very much crucial in the day to day operation. Explain why? (5 marks)
- d) Determine the basic elements of a good team. (5 marks)
- 6)
- a) To make a decision, you must first identify the problem you need to solve or the question you need to answer. Do you agree with statement? explain (5 marks)
 - b) Once you have identified multiple alternatives for a problem explain the mechanism to filter most suitable decision? (5 marks)
 - c) Team decision making it better than individual decision making. Elaborate the statement. (5 marks)
 - d) In the decision making process the time management has also been identified as a vital part of the process. Criticize. (5 marks)
- 7) . Select any 4 topics and Write short notes for the following topics. (5 marks Each)
- a) Initiator vs. Gatekeeper
 - b) Transformational Leadership
 - c) Communication in a team environment
 - d) Cultural differences and teamwork
 - e) Men vs. women leadership