Victoria university

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Final assessment

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Question no. 01

Can you explain how you would go about selecting new team members?

Answer of the question no. 01

The selection process can be defined as the process of selection and shortlisting of the right candidates with the necessary qualifications and skill set to fill the vacancies in an organisation.

The selection process varies from industry to industry, company to company and even amongst departments of the same company.

The 3 Types of Natural Selection

- Stabilizing Selection.
- Directional Selection.
- Disruptive Selection.

Selection Process

Every organisation creates a selection process because they have their own requirements. Although, the main steps remain the same. So, let's understand in brief how the selection process works.

Preliminary Interview: This is a very general and basic interview conducted so as to eliminate the candidates who are completely unfit to work in the organisation. This leaves the organisation with a pool of potentially fit employees to fill their vacancies.
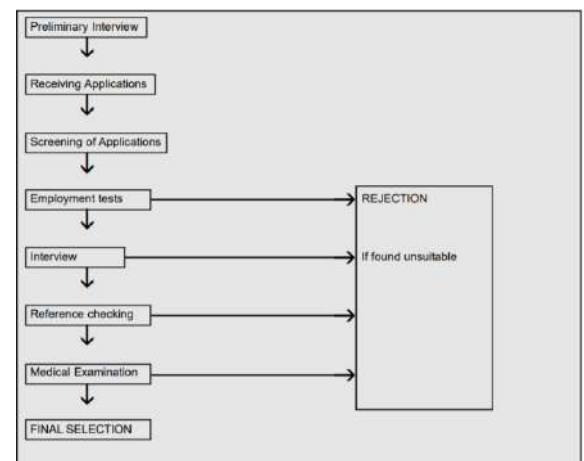
Receiving Applications: Potential employees apply for a job by sending applications to the organisation. The application gives the interviewers information about the candidates like their bio-data, work experience, hobbies and interests.

Screening Applications: Once the applications are received, they are screened by a special screening committee who choose candidates from the applications to call for an interview. Applicants may be selected on special criteria like qualifications, work experience etc.

Employment Tests: Before an organisation decides a suitable job for any individual, they have to gauge their talents and skills. This is done through various employment tests like intelligence tests, aptitude tests, proficiency tests, personality tests etc.

Employment Interview: The next step in the selection process is the employee interview. Employment interviews are done to identify a candidate's skill set and ability to work in an organisation in detail. Purpose of an employment interview is to find out the suitability of the candidate and to give him an idea about the work profile and what is expected of the potential employee. An employment interview is critical for the selection of the right people for the right jobs.

Checking References: The person who gives the reference of a potential employee is also a very important source of information. The referee can provide info about the person's capabilities, experience in the previous companies and leadership and managerial skills. The information provided by the referee is meant to kept confidential with the HR department.

Medical Examination: The medical exam is also a very important step in the selection process. Medical exams help the employers know if any of the potential candidates are physically and mentally fit to perform their duties in their jobs. A good system of medical checkups ensures that the employee standards of health are higher and there are fewer cases of absenteeism, accidents and employee turnover.

Final Selection and Appointment Letter: This is the final step in the selection process. After the candidate has successfully passed all written tests, interviews and medical examination, the employee is sent or emailed an appointment letter, confirming his selection to the job. The appointment letter contains all the details of the job like working hours, salary, leave allowance etc. Often, employees are hired on a conditional basis where they are hired permanently after the employees are satisfied with their performance.

Question no. 02

How do you see a manager's role on a team? How do you motivate a team?

Answer to the question no. 02

The quality of your managers is the single most important factor when building engaged and successful teams. Managers must care about their employees, encourage their personal and professional development, and respect their opinions. Managers must help employees understand how their work ties to the mission or purpose of the organization.

The three roles within this category are figurehead, leader and liaison. Managers have to act as figureheads because of their formal authority and symbolic position, representing their organisations.A good leader sets a positive example and knows how to use their strengths to help their team achieve goals. Successful managers get to know their employees and find ways to support them so they produce their best work. It's important to consistently communicate clear goals, expectations and feedback to your team.

The manager role is firstly listening your team members carefully. This can help create a positive work environment with open communication between all team members. Then Creating an atmosphere of collaboration among your team can foster teamwork and reduce competition among employees. Encourage your team members to ask their peers for suggestions, share ideas and work together on major projects.

Additionally, you should model this behavior to show employees what it looks like to work as a team. Ask team members to review your work. Solicit feedback before making big decisions. The more employees work together, the more cohesive the team can become. Remind employees that you are all working toward common goals, sharing the company's mission often.

Managers should have strong written and oral communication skills. They are often the contact point for their team for company updates, project assignments and employee reviews. Managers must be able to communicate clearly and effectively to ensure their team has complete and accurate information, avoiding misunderstandings and vague statements.

As a manager, you should be comfortable handling conflict in the workplace. When employees have a disagreement, you are often the first person to address it. Make sure you have a thorough understanding of all company policies regarding workplace interactions so you can respond appropriately and effectively. To resolve conflicts, listen to both parties without offering your opinion. Effective managers can adapt to new information, ideas and circumstances. Try to be flexible as you learn more about your team and the strategies that work best for them. You may need to explore leadership techniques that you haven't used before.

In order to achieve great results, you should be constantly thinking about how you can motivate and inspire your team.

1. Share your vision and set clear goals

You can only motivate and inspire your team if they know what they are working towards. Make sure your employees are aware of your vision and what your ultimate goals are for the business.

2. Communicate with your staff

Part of clear goal-setting relies on effective communication with your team. Communication is a two-way street and you should make sure that there is a constant flow of communication between you and your employees.

3. Encourage teamwork

The best kind of companies are those where everyone works together cohesively. Encouraging and promoting teamwork boosts productivity because it makes employees feel less isolated and helps them to feel more engaged with their tasks.

4. A healthy office environment

Our environment has a significant impact on our productivity, contentment, and creativity. Healthy and happy employees are more likely to feel motivated and engaged.

Create a space that is enjoyable to work in and an office where your employees want to spend their time.

5. Give positive feedback and reward your team

The power of positive feedback is sometimes overlooked but recognizing and applauding achievement inspires team members as they can see themselves progressing towards the goals of the company.

6. Provide opportunities for development

Team members feel more valuable when they are learning and upskilling. To motivate and inspire your team to achieve great results you should provide your employees with opportunities for growth and development.

7. Give employees the space they need to thrive

A micromanaging boss can quickly stifle creativity. By giving your employees space and autonomy, you clearly show that you trust them the get the work done in their own way.

To follow this points, we can motivate our team members.

Question no. 03

Tell me about a time you deal with a difficult employee? What you will do?

Answer to the question no. 03

Difficult employees: no one wants to work with them, yet every workplace has them. If left to their own devices, difficult employees can sap morale, distract focus, and create a huge drain on team productivity. They can even create a hostile work environment, which isn't good for anyone. As a new manager, it will be up to you to take your leadership role seriously and learn how to deal with difficult employees promptly and decisively.

Being a manager may mean having a direct conversation with the employee where I discuss my concerns. I may work together to formulate a plan that allows the employee to address the concerns and correct poor behavior or performance. Then comes the hardest part: tracking the problem employee's progress and making a timely decision about whether to retain the employee or let him go.

As a manager, I must act in the best interest of the company and the rest of the team. In learning how to deal with difficult employees, my primary objective should be to create a happy and supportive workplace that fosters creativity and productivity. In some cases, dismissing a difficult employee is a necessary step towards bringing the workplace back in balance, but certainly not in every situation.

Firstly I Critique the employee's behavior, not the employee.

When it comes to confronting a difficult employee about his workplace behavior or performance, what I say and how I say it can have a significant impact on the outcome of our conversation. One of the easiest ways to make sure the discussion does not become overly personal or emotional is to focus specifically on the employee's behavior. This approach prevents y my feedback from seeming like a personal attack on the employee. Make sure the employee knows that I am hoping to find a solution to the problem that we can both agree on and I will be setting the stage for productive interaction.

Then I Document the problematic behavior.

Keeping an accurate record of behavior and performance is key when managing employees. Any time my witness an employee's inappropriate behavior or poor performance, make a note. That way, if I do have to sit down with the employee at some point, I can refer to specific instances rather than making vague statements about the employee's problematic behavior.

And Be clear and direct in explaining why the employee's behavior is inappropriate.

Critiquing an employee's behavior can be stressful for new managers. No one enjoys confrontation, especially when it involves a co-worker. It is far easier to let the employee's behavior slide and hope it improves with time, but that passive approach doesn't do , the other employees, or the company any good. As a manager, I must be clear and direct in explaining to difficult employees why their behavior is inappropriate and how I expect it to change.

Be consistent.

When it comes to setting a standard for what you expect in terms of workplace behavior and employee performance, consistency is key. You can't sometimes be okay with employees showing up late to work or submitting incomplete reports and sometimes have a problem with it. Stick to company policy and be consistent in your feedback and you'll find that your good employees will work to ensure their performance and behavior are up to your standards.

Listen to and consider the employee's feedback.

Making my position known is important when dealing with difficult employees, but making an effort to hear your employees out and consider their feedback is just as important. By allowing a challenging employee to state his case, it may be able to identify a workplace issue i weren't aware of and take steps to address it. In some cases, simply feeling heard is incentive enough for a difficult employee to change his behavior.

Work with the employee to come up with a solution.

Any time you have to meet with an employee to discuss bad behavior or poor performance, the desired outcome should involve the two of we working together to come up with a practical solution to the problem. Once I have clearly laid out the behavioral issues for the employee and given him a chance to speak his mind, me and the employee can work towards resolving the issue in a way that I can both agree on.

Set a specific timeline for improvement.

Just as important as clearly explaining how the employee's behavior or performance must change is setting a specific timeline for improvement. Give the employee adequate time to correct the issue and monitor his progress during the agreed-upon time frame, being sure to check in periodically or intervene if the employee deviates from the plan. Once the timeline has expired, set up an evaluation with the employee to discuss his progress.

Make the consequences of continued poor performance known.

Consequences do not mean threatening the employee with termination if the situation doesn't change. However, i should make sure the employee is aware of the specific consequences he could face if his behavior does not improve during the agreed-upon time frame. Depending on the situation, these negative consequences could include a formal written warning, a mark on his record, a demotion, losing bonus eligibility, or, as a last resort, dismissal from employment.

Don't ever bad-mouth the employee to other workers.

Dealing with a difficult employee can be frustrating and stressful, but that doesn't excuse bad-mouthing the employee to my co-workers. No matter how challenging it may find the situation to be or how tempting it may be to commiserate with other employees, a good manager never resorts to trash-talking.

Recognize the fact that some people won't change.

No manager wants to have to fire an employee, but realistically speaking, there will be times when dismissal is the best choice for the company. Not all people are capable of change, and keeping a disruptive or difficult employee on the payroll just to avoid firing him threatens the other workers' performance and morale. If I have already worked through the company's processes and attempted to find a solution using the interventions discussed above and the employee is still unwilling to make the necessary changes, I need to cut my losses and begin the termination process.

Question No. 04

Give some examples of your team work skills?

Answer to the question no.04

Teamwork skills are essential to your success at work, no matter your industry or job title. Working well with clients, colleagues, managers and other people in your workplace can help you complete tasks efficiently while creating an enjoyable environment both for yourself and others. An organization that emphasizes good teamwork skills is typically a healthy, high-functioning workplace. Teamwork skills are the qualities and abilities that allow you to work well with others during conversations, projects, meetings or other collaborations. Having teamwork skills is dependent on your ability to communicate well, actively listen and be responsible and honest.

Examples of teamwork skills
Teamwork skills are made up of many other soft skills you can work to develop over time. Here are seven examples of qualities that can help you improve your teamwork skills:

1. Communication
The ability to communicate in a clear, efficient way is a critical teamwork skill. When working with others, it is important that you share relevant thoughts, ideas and key information. There are many different types of communicational skills including both verbal and nonverbal.

2. Responsibility
Within the dynamic of teamwork, it is important that the parties involved both understand the work they are responsible for and make the effort to complete said tasks on time and up to the expected standard. With the entire team functioning properly by taking responsibility for their own work, they can work together towards a common goal.

3. Honesty
Practicing honesty and transparency at work might mean working through a disagreement, explaining that you were not able to complete a certain task on time or sharing difficult updates. Without transparency, it can be difficult for a team to develop trust and therefore work together efficiently.

4. Active listening
Much like communication, active listening can help a team to understand and trust each other. Active listening skills is the act of making an effort to focus intently on one person as they share their ideas, thoughts or feelings. You might also ask follow-up questions to dig deeper into what they are communicating.

5. Empathy
Having empathy for your teammates can allow you to better understand their motives and feelings. Taking the time to listen and understand how others think and work can help you to communicate with them in the right ways.

6. Collaboration
Teamwork exists so that a group of individuals with a diverse set of skills and talents can work together towards a common goal. It is crucial to work with other teammates to share ideas, improve each other's work and help one another to form a good team.

7. Awareness
In teamwork, it is important that you hone your ability to be aware of the team dynamic at all times. For example, if one person is dominating the conversation or does not allow others to share ideas, it is important that balance is restored so each teammate to contribute evenly. Alternatively, if one person tends to be more shy or hesitant to share ideas, it is important to create space so that all teammates feel comfortable contributing their unique skills and abilities.

Question No. 05

Do you prefer team work or working independently? Why?

Answer to the question No: 05

Team work has also been defined by some scholars as "the cooperative and coordinated effort on the part of a group of persons who work together as a team or in the interest of a common cause".

 I really prefer teamwork. Because,
Team can be defined as a group of individuals who work collectively to achieve the same purposes and goals to provide an excellent quality of services. Teamwork has the ability to enable the members of the team to have a higher level of emotional security, self-confidence and the ability to plan and decide with others positively. Also, it helps in creating a healthy work environment with workable agendas, creative activities, positive strategies and values. On the other hand, the absence of teamwork''s concepts and strategies can lead to occupational failure, disappointment, low morale and poor productivity which threatens the entity of the organization. The employees who work in an organization that does not have a strong concept of teamwork, usually fail to deliver the expected results and to achieve the goals and visions of that organization. The presence of teamwork concept is a necessary rule to help the employees in working together towards common aims and goals creatively. The work performance of the team is higher than individual performance when the work requires a broader scope of knowledge, judgement and opinion. The advantage of teamwork is significant
productivity growth in the spheres that require creative solving of different tasks, a high degree of adaptability and operational management (Vašková, 2007). The succes of any organization or institution requires the positive force of teamwork because it helps the employees to empower and develop themselves and their potentials, as well as learning the proper strategies to achieve the required tasks efficiently. Also, the positive interaction and collaboration among

employees allow them to have a better understanding of the significance of teamwork in building up the human civilization and helping the human beings to achieve the common goals and purposes that they all need. According to Wageman (1997) "Company"s teamwork is the only way anything gets accomplished with quality and efficiency and a major reason why economic growth is under control and company"s success is scrutinized by top management to achieve the desired goals". Most of the successful companies do not hire an individual who cannot work on teams to solve conflicts and achieve various tasks, and that proves the importance of teamwork as an essential skill in the work environment. The concept of teamwork has been applied in human"s lives long time age in order to solve various forms of struggles, achieve the basic life requirements and needs, and to make smarter decisions for the benefit of all groups of people. So, teamwork can be also described as a strong power given by a group of individuals to make better decisions efficiently.

benefits of teamwork

- Better problem solving. ...
- Increased potential for innovation. ...
- Happier team members. ...
- Enhanced personal growth. ...
- Less burnout. ...
- More opportunities for growth. ...
- Boosted productivity. ...
- Smarter risk taking.