

MOUNT PLEASANT
COLLEGE

CUA20215
CERTIFICATE II in CREATIVE INDUSTRIES
STUDENT WORKBOOK

**BSBWOR203 - Work effectively
with others**

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STUDENT WORKBOOK Student

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1. Think about groups you have worked and teams you have been a part of. **Describe what made them effective?**

Examples are in school, work and at home.

School - Like group project, every member has to contribute in order for the project to be successful. In addition, every person would have a designated role. In my case, mostly I get to be the team leader or the organizer which make me comfortable because I don't need to worry if our roles aren't clear for everyone.

Work - In a company, every employee including the head people need to work together. I work at Maccas as a kitchen crew and this role isn't higher to any other role. The only high position and valuable for a restaurant are the managers. Now the business is very affective because everyone is doing their role.

Home - It is simple as every family member should contribute something. Leaving all the responsibilities to a person can cause a lot of inconvenience. For example, if the Mother do all the house works, it might result to stress and sickness. This is from a personal experience. That is why it is effective to work together and at least contribute something even a small thing will be a big help to others.

2. When working within a team, you have a responsibility to be an effective and valuable team member. **What are some important things to consider when working within a group?**

Some important things to consider when working within a group are:
Communication, Contribution and Respect

Communication - In a group everyone should communicate with each other in order to understand the idea or what they need to do. This will result to clear understanding so every member can do their job properly.

Contribution - Observe and think of how could you help them with the work. Analyse what the group needs and consider your strengths and weakness which can help with your role.

Respect - This is the most important attribute because people should respect others with their ideas even if they like it or not. With respect, everyone can work together in peace.

Very Good

3. Find four effective ways to resolve conflict and briefly explain the strategy.

1. **Acknowledge the conflict** - The conflict has to be acknowledged before it can be managed and resolved. The tendency is for people to ignore the first signs of conflict, perhaps as it seems trivial, or is difficult to differentiate from the normal, healthy debate that teams can thrive on. If you are concerned about the conflict in your team, discuss it with other members. Once the team recognizes the issue, it can start the process of resolution.
2. **Discuss the impact** - As a team, discuss the impact the conflict is having on team dynamics and performance.
3. **Agree to a cooperative process** - Everyone involved must agree to cooperate in to resolve the conflict. This means putting the team first, and may involve setting aside your opinion or ideas for the time being. If someone wants to win more than he or she wants to resolve the conflict, you may find yourself at a stalemate.
4. **Agree to communicate** - The most important thing throughout the resolution process is for everyone to keep communications open. The people involved need to talk about the issue and discuss their strong feelings. Active listening is essential here, because to move on you need to really understand where the other person is coming from.



4.

Feedback

- should recognise when you have done something well and identify areas for improvement.
- should be delivered in a manner that encourages personal and professional development
- should be received in a manner that shows a positive attitude to personal and professional development



However, it is not always delivered or received positively. What are some tips you can use to ensure you provide constructive feedback?



Constructive feedback is divided into two parts, there is praise and criticism. To ensure that you can provide a constructive feedback. Some of my tips are; observe properly and don't conclude your thoughts quickly. It is because this may end up to wrong impression. Secondly, understand and think if your feedback is properly construct. Consider some of the words that you will use on your feedback. More tips are, friendly, kind, honest and calm feedbacks are usually the best.



Group Activity

Equipment

We used the Keep talking and nobody explodes VR game for this

- Material for blind fold
- Bucket
- 1m string

In this activity, one person is blind, one is maimed and one cannot talk.

They have to work together to transfer a bucket to the other side of the room using a string and work within their limitations.

Feedback


Team members give feedback to fellow team members about how they participated and the value they added to the group.

Each team member, following feedback, should identify an area they could improve in and explain how they will improve.

5. Respect others individual differences

Team work becomes more challenging when you have a workforce made up of individuals who have different attitudes, values, beliefs and language



What is Discrimination?

In human social affairs, discrimination is treatment or consideration , or making a distinction in favour of or against, a person based on the group, class, or category to which the person is perceived to belong.

6. Cultural awareness and understanding

- Do not expect other people to share your values
- Be aware that your own culture influences your own life
- Respect that people are different and have the right to be different
- Be prepared to work at cultural awareness

Find two other ways to show cultural awareness and understanding

- _Understanding their culture behaviour and customs
 - _Being aware of their language or way of speak 
- 

Group & Communication Activity for

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Equipment

- VR Headset and the game:



Feedback

Team members give feedback to fellow team members about how they participated and the value they added to the group.

The Diffusers feedback

The first 2 modules were simple but the one with the frequency and gigahertz was the hardest and I couldn't do so I ended up using all the time and lost. Overall, It was but and exciting.

Agent 1 feedback

The descriptions were clear with the other modules and we couldn't do the one with the gigahertz.

Agent 2 feedback

The pressure was on use because we're the one guiding the diffuser.

Each team member, following feedback, should identify an area they could improve in and explain how they will improve.

Area of improvement

Learn all the modules first so we can do better next time.

Explain how to improve that area

Study and understand each module and find out how they work



Excellent

