



SUBJECT	BUSINESS STUDIES			GRADE	10
TERM 4	WEEK 1			HOURS	4
TOPIC	MAIN TOPIC	BUSINESS ROLES		TOPIC	RELATIONSHIPS & TEAM PERFORMANCE_ PART 1
AIMS OF LESSON	At the end of this lesson you should be able to answer the following questions: • Outline/Define the meaning of business objectives • Explain the meaning of interpersonal relationships in the workplace • Discuss/Explain/Describe factors that can influence team relationships • Explain the meaning of Personal belief and values • Describe how personal belief and values influence relationships				
RESOURCES	<i>Paper based resources</i>			<i>Digital resources</i>	
	• 2020 Grade 10 Business Studies Core Notes: Business Roles • Via Afrika Business Studies Grade 10 Learner's Book • Platinum Business Studies Grade 10 Learner's Book • Oxford Successful Business Studies Grade 10 Learner's Book • Solutions for a Business Studies Grade 10 Learner's Book • Focus Business Studies Grade 10 Learner's Book				
INTRODUCTION	In this lesson the focus is on the relationship between workers in an organization and the influence that that relationship will have on the performance of the teams. The important question to asked is “whether the teams’ members behaviour will contribute to the success of the group or will the behaviour lead to the failure of the group to achieve the business’s objectives of making a profit. A vast majority of full-time employees spend more of their waking hours with their colleagues as opposed to families and spouses. With such a large amount of time being spent at work with co-workers, it seems only fitting that a good relationship with the team would be advantageous to all involved. Picture A and B indicates a good relationship between team members and bad relationships between teams’ members. Indicate which picture refers to: 1. Good team relationships. Provide a reason for your answer 2. Bad team performance. Provide a reason for your answer				

	Picture A 		Picture B HAPPINESS IS 		
	1.		2.		
	Motivation:		Motivation:		
CONCEPTS AND SKILLS	Concepts		Meaning		
	1. Relationships		• A level of cooperation between workers that are sufficient enough to allow work to be done		
	2. Team		• Refers to a number of persons associated together in work or activity		
	3. Team performance		• Refers to the extent to which a team is able to meet its goals		
	4. Business Objective		• A business objective is a result that a company aims to achieve		
	5. Interpersonal relationships		• Interpersonal relationship skills refer to the ability to build rapport with individuals having similar interests and goals as we do		
	6. Workplace		• A workplace is a location where someone works for his or her employer		
	7. Prejudice		• Prejudice is an unreasonable dislike of a particular group of people or things		
	8. Discrimination		• Discrimination is the practice of treating one person or group of people less fairly than another group or person		
	9. Equity		• A situation in which all people are treated equally and no one has an unfair advantage		
		10. Diversity		• Refers to the existence of variations of different characteristics in a group of people	
		11. Personal beliefs		• A personal belief is something you personally hold to be true	
		12. Personal values		• Personal values are the general expression of what is most important for you	
	You should be able to answer the following questions:				
	Lower Order Question		Middle Order Question		
	1. Outline/Define the meaning of business objectives		2. Explain the meaning of interpersonal relationships in the workplace		

	• A business objective is a result that a company aims to achieve. • Long-term goals that are set by management to achieve the vision of the company Examples: ▪ Larger profit margins ▪ Higher product quality. ▪ A larger market-share. ▪ Superior customer service. ▪ To be sustainable ▪ To exhibit social responsibility	• Interpersonal relationship skills refer to the ability to build rapport with individuals having similar interests and goals as we do. • The hierarchies refer to the line of authority which flows from the top managers to every employee. • The degree of power and authority that managers possess depend on the level of management. • Top management makes strategic decisions • Middle management makes tactical decisions • Lower Management makes operational decisions • Each individual plays a role in achieving business objectives.
	Lower Order Question	Middle Order Question
	3. Name the factors that influence team performances	4. Discuss/Explain/Describe factors that can influence team relationships
	• Prejudice • Equity • Discrimination • Diversity	Refer to the 2020 Gr 10 Business Studies: Business Roles Core Notes, Pg. 14 or the Gr. 10 Business Studies Textbook issued to you.
	Middle Order Question	
	5. Explain the meaning of Personal belief and values	
	Personal belief: • A personal belief is something you personally hold to be true. Examples: ▪ Leading by example. ... ▪ Balancing vision and execution. ... ▪ Showing respect. ... ▪ Accepting accountability. ... ▪ Committing to courage. ... ▪ Delivering inspiration. ... ▪ Taking risks and learning from mistakes. ... ▪ Exhibiting confidence.	Personal Values: • Personal values are the general expression of what is most important for you Examples: ▪ Achievement. ▪ Adventure. ▪ Courage. ▪ Creativity. ▪ Dependability. ▪ Determination. ▪ Friendship.

	Middle order Questions			
	6. Describe how personal belief and values influence relationships			
	• Our values and beliefs affect the quality of our work and all our relationships because what you believe is what you experience. • The beliefs that we hold are an important part of our identity. • They may be religious, cultural or moral. • Beliefs are precious because they reflect who we are and how we live our lives.			
ACTIVITIES/ASSESSMENT	Activity 1:			
	Match the description in Column B with the concept in Column A			
	COLUMN A		COLUMN B	
	1	Relationships	A	Refers to a number of persons associated together in work or activity
	2	Team	B	A situation in which all people are treated equally and no one has an unfair advantage
	3	Workplace	C	The practice of treating one person or group of people less fairly than others
	4	Prejudice	D	The general expression of what is most important for you
	5	Equity	E	A level of cooperation between workers that are sufficient enough to allow work to be done
	6	Discrimination	F	Something you personally hold to be true
	7	Personal values	G	An unreasonable dislike of a particular group of people or things
	8	Personal Belief	H	A location where someone works for his or her employer
				[8 x 2] = [16]
	Activity 2:			
	Read the scenario below and answer the questions that follows:			
	Pieter van Tonder, a young matriculant from Upington came to work in the City. He found a job at a local hotel as an administrative assistant. On his first day at the hotel, he was introduced to his fellow workers. The workers laughed when he spoke English with an Afrikaans accent. Pieter felt humiliated and quit his job immediately.			
	2.1.1. Identify the factor that influence team performance that Pieter experienced. Quote from the scenario to motivate your answer. [3]			
	2.1.2. Define the meaning of the factor identified in 2.1.1 [2]			
	2.1.3. Name TWO other factors that influence team performance [4]			
CONSOLIDATION	• This lesson covered the Gr 10 content as stipulated in the Gr 10 Examination Guidelines • Learners who understand the content should apply the knowledge and skills required to successfully answer questions based on the curriculum in all Formal Assessment Tasks.			

VALUES	• Care: Learners are our most important clients in the educational landscape, so it is important that we make available the necessary resources for self-directed study. • Responsiveness: It is our responsibility to ensure that quality lesson plans are developed in a timely manner. • Competence: Thorough study of the lesson plans will enable the learner to use the skills and knowledge learned to successfully complete the required assessments.
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