



SUBJECT	BUSINESS STUDIES			GRADE	10
TERM 4	WEEK 2			HOURS	4
TOPIC	MAIN TOPIC	BUSINESS ROLES	TOPIC	REALATIONSHIPS & TEAM PERFORMANCE_ PART 2	
AIMS OF LESSON	At the end of this lesson you should be able to answer the following questions: - List the criteria for successful team performance - Discuss/Explain/Describe the criteria for successful team performance. - Identify the criteria for successful team performance from given scenarios/case studies. Support your answer by quoting from given scenarios/case studies. - Outline/Mention/Discuss/Explain/Describe working in a team to accomplish business objectives				
RESOURCES	Paper based resources 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 Part 1 of the Topic, Relationship & Team Performances we covered the following content: - Factors that can influence Team Relationships; - Business objectives; - Interpersonal relationships in the workplace and - Personal beliefs and values and how they influence relationships. This lessons will cover: - Criteria for successful team performance - Working in a team to accomplish business objectives				

An illustration of four white 3D humanoid figures standing in a row, each holding a large, colorful letter. From left to right, the letters are red (T), orange (E), green (A), and blue (M), spelling out the word 'TEAM'. The figures are positioned behind the letters, with their arms extended to hold them.



CONCEPTS AND SKILLS	You should be able to answer the following questions:	
	Lower Order Question	
	1. List the criteria for successful team performance	
	▪ Interpersonal attitudes and behaviour ▪ Values / Mutual trust and support ▪ Communication • Co-operation / Collaboration	
	Middle Order Question	
	2. Discuss/Explain/Describe the criteria for successful team performance	
	Interpersonal attitudes and behaviour	Key concepts
	• Members have a positive attitude of support and motivation towards each other. • Sound interpersonal relationships will ensure job satisfaction and increase productivity of the team. • Members are committed and passionate towards achieving a common goal. • Team leader gives credit to members for positive contributions.	Positive attitude
		Sound Personal relationships
		Committed and passionate
		Credit to members
	Values / Mutual trust and support	Key concepts
	• Shows loyalty, respect and trust towards team members despite differences. • Shows respect for the knowledge or skills of other members. • Perform team tasks with integrity, meeting team deadlines with necessary commitment to team goals.	Loyalty, respect & trust
		Knowledge & skills of other members
		Integrity & deadlines
	Communication	Key concepts
	• Good communication between team members may result in quick decisions. • Quality feedback improves the morale of the team. • Open discussions lead to effective solutions of problems. • Continuous review of team progress ensures that team members can rectify mistakes to ensure that goals are reached.	Good communication
		Quality feedback
		Open discussions
		Continuous review
	Co-operation / Collaboration	Key concepts
	• Clearly defined realistic goals are set, so that all members know exactly what is to be accomplished. • Willingness to co-operate as a unit to achieve team objectives.	Realistic goals
		Co-operate as a unit

	- Co-operate with management to achieve team objectives. - Agree on ways to get the job done effectively without wasting time on conflict resolutions - All members take part in decision making.		Co-operate with management
			Job done effectively
			Decision making
	Middle Order Question		
	3. Outline/Mention/Discuss/Explain/Describe Working in a team to accomplish business objectives		
	- Businesses turn to work teams to take advantage of their collective employee talents to achieve business objectives - Teams often produce better results when they set team goals that reflect the interests of a business. - Teams can collaborate to speed up workflow and increase productivity - Teams are able to generate a deeper pool of ideas - The most high-functioning teams are those that consist of people with different backgrounds. - A more subtle objective of working in teams is improved morale.		
ACTIVITIES/ASSESSMENT	Activity 1:		
	Match the description in Column B with the concept in Column A		
	COLUMN A		COLUMN B
1.1	Teams	A	Stable beliefs, feelings, and behavioral tendencies people direct toward a specific person or group
1.2	Business objective	B	Exchanging information in order to promote an organization's goals, objectives, aims, and activities, as well as increase profits within the company.
1.3	Interpersonal attitude	C	Two or more people who work together to achieve a common goal.
1.4	Values	E	Creating purposeful connections, both internally and externally, to achieve goals or solve problems through sharing
1.5	Communication	F	Standards that guide the way you do business
1.6	Collaboration	G	Result that a company aims to achieve
			6 x 2 = 12

Activity 2:		
Indicate which of the following statements refers to the criteria: Interpersonal attitude; Values; Communication and Collaboration		
		Answer
2.1	Shows loyalty, respect and trust towards team members despite differences.	
2.2	Open discussions lead to effective solutions of problems.	
2.3	Agree on ways to get the job done effectively without wasting time on conflict resolutions	
2.4	Continuous review of team progress ensures that team members can rectify mistakes to ensure that goals are reached.	
2.5	Quality feedback improves the morale of the team.	
2.6	Members have a positive attitude of support and motivation towards each other.	
2.7	Perform team tasks with integrity meeting team deadlines with necessary commitment to team goals.	
2.8	Willingness to co-operate as a unit to achieve team objectives.	
2.9	Team leader gives credit to members for positive contributions.	
2.10	Shows respect for the knowledge or skills of other members.	
2.11	All members take part in decision making.	
2.12	Members are committed and passionate towards achieving a common goal.	
12 x 2 = 24		
CONSOLIDATION	- This lesson covered the Gr 10 content as stipulated in the Gr 10 Examination Guidelines. - After going through this lesson, you should be able to apply the knowledge and skills required to successfully answers questions based on the curriculum in all Formal Assessment Tasks. - You will be able to use the knowledge and skills acquired as a sound foundation for similar topic covered in Grade 11 & 12.	
VALUES	Caring: You are our most important clients in the educational landscape, therefore it's important that that we provide you with the necessary resources for self-directed study. Responsiveness: It's our responsibility to make sure that quality lesson plans are developed timeously and distributed to you. Competence: After working through the lesson plans you should be able to demonstrate the skills and knowledge acquired, to complete the required assessments tasks successfully.	