



IT SUPPORT SERVICE LEVEL II

Learning Guide #08

Unit of Competence	:	Work in Team Environment
Module Title	:	Working in Team Environment
LG Code	:	EIS ITS2 M03 1019 L02
TTLM Code	:	EIS ITS2 TTLM08 1019v2

**LO2: Identify own role and
responsibility within team**

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Identifying Individual role and responsibilities
- Identifying and recognizing roles and responsibility of other team members.
- Identifying reporting relationships within team and external team

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to:

- Identifying Individual role and responsibilities within the team environment
- Identifying and recognizing roles and responsibility of other team members
- Identifying Reporting relationships within team and external to team

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheets 1” in pages 3-5.
3. Accomplish the “Self-check 1” in page 6.
4. Read the information written in the “Information Sheets 2” in page 7.
5. Accomplish the “Self-check 2” in page 8.
6. Read the information written in the “Information Sheets 3” in pages 9-10.
7. Accomplish the “Self-check 2” in page 11.
8. Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to Learning Guide 09.

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1.1. What is a team role?

A tendency to perform, contribute and interrelate with others in a particular way. Team role shows the different types of contribution that is made to the team.

Team role: team roles describe your "soft product" contribution to team discussions and interactions. For example, when a team meets to resolve a team problem, each team member contributes a different type of perspective to the discussion, and tries to achieve a different effect. One person may want to clarify the problem being discussed; another may suggest ideas for resolution; a third may try to analyse the situation and produce an explanation of how the problem came about.

When a team is performing at its best, you'll usually find that each team member has clear responsibilities. You'll also see that every role needed to achieve the team's goal is being performed fully and well.

Teams can become unbalanced if all team members have similar styles of behavior or team roles. If team members have similar weaknesses, the team as a whole may tend to have that weakness. If team members have similar team-work strengths, they may tend to compete (rather than co-operate) for the team tasks and responsibilities that best suit their natural styles.

1.2. Individual role and responsibilities:

- **Coordinator (CO)**

Coordinators are the ones who take on the traditional team-leader role and have also been referred to as the chairmen. They guide the team to what they perceive are the objectives. They are often excellent listeners and they are naturally able to recognize the value that each team member brings to the table. They are calm and good-natured and delegate tasks very effectively.

- ✓ Their potential weaknesses are that they may delegate away too much personal responsibility, and may tend to be manipulative.

- **Team Worker (TW)**

Team Workers are the people who provide support and make sure that people within the team are working together effectively. These people fill the role of negotiators within the team and they are flexible, diplomatic, and perceptive. These tend to be popular people who are very capable in their own right, but who prioritize team consistency and helping people getting along.

- ✓ Their weaknesses may be a tendency to be unsure, and to maintain uncommitted positions during discussions and decision-making.

- **Resource Investigator (RI)**

Resource Investigators are innovative and curious. They explore available options, develop contacts, and negotiate for resources on behalf of the team. They are enthusiastic team members, who identify and work with external stakeholders to help the team accomplish its objective. They are outgoing and are often demonstrative, meaning that others are often interested to them and their ideas.

- ✓ On the downside, they may lose enthusiasm quickly, and are often overly positive.

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Role and objective of team

- To solve problems in unconventional ways
- To provide a logical eye, make neutral judgments where required and to weigh up the team's options in a dispassionate way.
- To draw out team members and delegate work appropriately.

When the team was at risk of becoming isolated and inwardly-focused, Resource Investigators provided inside knowledge on the opposition and make sure that the team's idea will carry to the world outside the team.

- Implementers plan a practical, workable strategy and carry it out as efficiently as possible.
- Completer Finishers check errors, subjecting it to the highest standards of quality control.
- Team workers help the team to identify the work required and complete it on behalf of the team.

Self-Check 1	Written Test
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Name: _____

Date: _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher. Please ask your trainer for the questionnaire for this Self-Check.

2.1. Why we Interest in Teamwork?

The most important element of team work is share information. Teamwork has become an important part of the working culture and many businesses now look at teamwork skills when evaluating a person for employment. Most companies realize that teamwork is important because either the product is sufficiently complex that it requires a team with multiple skills to produce, and/or a better product will result when a team approach is taken. Therefore, it is important that work in a team environment

Teamwork is rewarded and recognized. The lone ranger, even if she is an excellent producer, is valued less than the person who achieves results with others in teamwork. Compensation, bonuses, and rewards depend on collaborative practices as much as individual contribution and achievement

2.2. Individual role and responsibilities within the team

1. Members work interdependently and work towards both personal and team goals, and they understand these goals are accomplished best by mutual support.
2. Members should feel a sense of ownership towards their role in the team.
3. Members should work together and use their talent and experience to contribute to the success of the team's objectives.
4. Members base their success on trust and encourage all members to express their opinions, varying views, and questions.
5. Members make effort to be honest, respectful, and listen to every person's point of view.
6. Members should offer their skill, knowledge, and in turn each member is able contribute to the team success.
7. Members participate equally in decision-making, but each member understands that the leader might need to make the final decision if the team cannot come to a consensus agreement.

Self-Check 2**Written Test**

Name: _____

Date: _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher. Please ask your trainer for the questionnaire for this Self-Check.

3.1. Team report

The team manager is required to submit a weekly progress report for the team. Follow the same general writing guidelines

1. Name: [Manager Name and Date Submitted:]

Put team manager/coordinator name and the submission date at the top.

2. Team Accomplishments:

Summarize what the team accomplished in the last week.

3. Unfinished Tasks:

List things you were supposed to have finished but didn't.

4. Schedule Revisions:

Describe any changes that have been made to your teamwork Project Schedule.

5. Group Problems:

Describe any difficulties your team is experiencing, whether technical, personal, or interpersonal. Describe any ideas or plans you have for addressing these problems.

6. Late Status Reports:

List any team members who did not submit their individual status report on time.

7. Submission:

Submit the progress report to the concerned body via email or any means of transmission by the due date stated in the Project Plan.

✓ Use as a subject line: **Progress Report:** *team name*

✓ In a separate message, forward all the individual status reports (including your own).

✓ Use as a subject line: **Status Reports:** *team name*

3.2. Working with Team environment Tips

- **Form teams to solve real work issues** and to improve real work processes. Provide training in systematic methods so the team uses its energy on the project.
- **Hold department meetings to review projects and progress**, to obtain broad input, and to coordinate shared work processes. If team members are not getting along examine the work processes they mutually own.
- **Build fun and shared occasions into the organization's agenda.** Hold pot luck lunches; take the team to a sporting event. Sponsor dinners at a local restaurant. Sponsor sports teams and encourage team fans.

- **Use ice breakers and teamwork exercises at meetings.** Enables team workers to laugh together and get to know each other.
- **Celebrate team successes publicly.** Example Buy everyone the same T-shirt or hat. Put team member names in a drawing for company merchandise and gift certificates.

Self-Check 3	Written Test
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Name: _____

Date: _____

Instruction: Answer all the questions listed below, if you have some clarifications- feel free to ask your teacher. Please ask your trainer for the questionnaire for this Self-Check.