

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Management
Executive Certificate

MANAGING TEAMS

4174/01
4247/01

Core Module

Valid between 1 January 2003 and 31 December 2003

READ THESE INSTRUCTIONS FIRST

You should read the assignment carefully

It is important to complete the **Assignment Cover Sheet** when you have finished your work. You must complete the details and sign the declaration to confirm that the assignment is all your own work and your tutor must sign to verify that it is your own work.

The length of the assignment must be between 2000 and 3000 words.

This document consists of **2** printed pages.

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UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

Executive Certificate Module 4174/C

Managing Teams – Core Module

Title: Teams for Success

1. Write a short report describing the role of teams in your organisation, the types of teams present and how these are formed. Make a list of the characteristics that you believe make effective teams.

2. Using a range of analytical tools, evaluate the effectiveness of some or all of these teams (depending on the number of teams in your organisation). You should define effectiveness as achieving objectives and meeting the characteristics on your list in 1 above. Include in your evaluation how individual teams communicate with other teams.

3. Make a list of the characteristics of an effective team leader, then seek feedback from your team members on how you are performing in line with these. Review this feedback, make your own assessment, then summarise and create a development plan for yourself.

4. Using all the information you have collected, devise a plan for developing teams within your organisation, with key actions for the following:
 - Team leaders
 - Team members
 - Communication
 - Processes and procedures
 - Protocols
 - Motivation
 - Performance

Your plan must include monitoring and evaluation strategies.

5. Write a short report to your manager summarising your findings and presenting your proposals for further development.

You must include in your assignment all documentation, notes and materials generated from each stage.

You are not expected to include confidential information on your organisation, its personnel or performance.

Your proposals do not have to be implemented for the assignment to be valid.