



Gold Award

Teamwork & Additional Skills



Print name: _____

Date Submitted: _____

The Gold Award applies when you have completed approximately 75 hours of voluntary work with an organisation registered with VE @ Keele.

Please complete your workbook and submit to the VE @ Keele Project Leader, attaching any supporting evidence and your hour's log.

Gold Award

Learning Outcome UNIT 3	Assessment Criteria	Evidence submission
1. Understand and value the benefits of working in a team.	1.1 Explain the benefits of working in a team when volunteering.	1.1 Team benefit form.
2. An understanding of what forms an effective team.	2.1 Recognising specific elements required to form an effective team.	2.1 Effective teams questionnaire.
3. Understanding different approaches to conflict resolution.	3.1 An understanding of the seven stages of resolving conflict. 3.2 Identifying your personal approach to conflict resolution.	3.1 Workshop notes. 3.2 Conflict resolution questionnaire.
4. Effective problem solving within a team.	4.1 The ability to identify a problem & the origins of a problem.	4.1 Problem solving work sheet.
5. The ability to plan the solution to a problem.	5.1 Planning an approach to solving the problem. 5.2 Creating an effective time scale to complete the task.	5.1 Team Plan. 5.2 Gant Chart.
6. The ability to use interpersonal skills in a practical environment.	6.1 Demonstrate a range of communication skills including active listening, responding and reflecting. 6.2 Demonstrate public speaking skills. 6.3 Demonstrate the ability to give and receive positive feedback.	6.1 Workshop leader's observations. 6.3 Oral presentation on problem solving exercises. 6.2 Observation sheet (filled in while observing other group members presentations)
7. The ability to review and learn from your experiences.	7.1 Identifying area for improvement. 7.2 Action planning areas for improvement 7.3 Evaluating what you have achieved.	7.1 Skills Analysis. 7.2 Action Plan. 7.3 Training evaluation form.



Team Benefit (1.1)

Explain five advantages of Team Work

Explain three disadvantages of Team Work

Effective Teams Questionnaire (2.1)

It is important when working together with other people to develop an understanding of what forms an effective team, and recognise the specific elements that make an effective team.

1. What is the difference between a group and a team?

2. What forms an effective team?

3. How many different team roles are there? *Please circle.*

5

7

9

11

4. Please identify Tuckers Model of the Six Stages in the transformation from a group into a team.

1. Performing, Norming, Forming, Re-Forming, Storming and Mourning

2. Norming, Forming, Storming, Mourning, Re-Forming and Performing

3. Forming, Storming, Norming, Performing, Mourning and Re-Forming

4. Storming, Norming, Forming, Performing, Mourning and Re-Forming



Workshop Notes – Conflict Resolution (3.1)

[1] Explain why conflict can arise

[2] Explain why conflict can be useful

[3] Explain why conflict can be destructive

[4] List Stulberg's Five P's – the elements of common conflict

1. P
2. P
3. P
4. P
5. P



Conflict Resolution Questionnaire (3.2)

The following statements relate to resolving conflict. Using the scale below to indicate how typical each statement is of your action in a conflict.

How Typical Is This Of You?				
Never	Rarely	Sometimes	Often	Highly
1	2	3	4	5

1. Using soft words will win over hardened hearts	
2. Let us think about this together	
3. The strongest arguments always have the most weight	
4. If you help me, then I will help you	
5. The best way of handling conflict is to avoid it	
6. When someone hits you with a stone hit them with a piece of cotton	
7. One well thought out question is more valuable than a frivolous one	
8. If you can't make a person think as you do make him do as you think	
9. It is better to have half a loaf of bread than no bread at all	
10. If someone is ready to quarrel with you, they aren't worth knowing	
11. Smooth words make smooth ways	
12. By digging and digging the truth is discovered	
13. If you fight don't ever run away because you will have to run for a long time	
14. If there is a fair exchange, there is no argument	
15. There is nothing so important that you have to fight for it	
16. Kill your enemies with kindness	
17. Keep looking until you find what you want. The search will be worth it	
18. Strength overcomes what is right	
19. An eye for an eye is fair	
20. Avoid argumentative people- they will only make your life miserable	

My Total Score
Using the scoring slide state your personal approach to conflict resolution



Work sheet – Problem Solving (4.1)

What are the origins of the problem?

What is needed to address the problem?

What tasks need to be carried out?

Notes:



Team Plan (5.1)

What has your team suggested as a solution to the problem?

What is your team plan?



Gantt Chart (5.2)

Create an effective timescale to complete the task.

	Tasks	Planning a community event									
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
16											
	Time Weeks	1	2	3	4	5	6	7	8	9	10



Workshop Leaders Observations (6.1)

During this exercise the workshop leader will observe individual's ability to use interpersonal skills in a practical environment and record overall group performance. Volunteers should demonstrate a range of communication skills.

Each workshop group will receive a copy as evidence for their workbook.

	Rating 1 to 10	Comments
Group 1 members		
Active listening		
Responding		
Reflecting		
Give / receive feedback		
Planning		
Public speaking		
Problem solving		
Effective timescale		
Overall performance		
Group 2 members		
Active listening		
Responding		
Reflecting		
Give / receive feedback		
Planning		
Public speaking		
Problem solving		
Effective timescale		
Overall performance		
Group 3 members		
Active listening		
Responding		
Reflecting		
Give / receive feedback		
Planning		
Public speaking		
Problem solving		
Effective timescale		
Overall performance		
Group 4 members		
Active listening		
Responding		
Reflecting		
Give / receive feedback		
Planning		
Public speaking		
Problem solving		
Effective timescale		
Overall performance		



Observation Sheet (6.2)

During this exercise groups will observe each other and record overall group performance, demonstrating the ability to give and receive feedback when observing team presentations. Volunteers should demonstrate a range of communication skills during their group presentations.

Each workshop group will receive a copy as evidence for their workbook.

1 Poor 2 Fine 3 Good 4 Excellent	Rating 1 - 4	Comments
Group 1		
Planning		
Public speaking		
Problem solving		
Effective time scale		
Overall performance		
Group 2		
Planning		
Public speaking		
Problem solving skills		
Effective time scale		
Overall performance		
Group 3		
Planning		
Public speaking		
Problem solving skills		
Effective time scale		
Overall performance		
Group 4		
Planning		
Public speaking		
Problem solving skills		
Effective time scale		
Overall performance		



Skill Analysis (7.1)

<p>Completion of the section will:</p> <ul style="list-style-type: none"> • Enable you to carry out an assessment of your skills from today's session. • Help you to recognise the skills, attributes and knowledge you could improve. • Help you to identify gaps, areas for improvement and plan ahead in order to fill these. 		<p>Please rate yourself on today's performance.</p>
	1	Poor - need more practice
	2	Fine - able to do this with some help
	3	Good - competent could improve
	4	Excellent - competent and able to help others
<i>Please comment on your performance below</i>		
Team Work		Rating
Conflict resolution		Rating
Problem Solving		Rating
Interpersonal skills		Rating
Active listening		Rating
Responding		Rating
Reflecting		Rating
Public speaking		R ating
Giving and receiving positive feedback		Rating



Action Plan (7.2)

Please refer to worksheet (7.1) Skills Analysis. List three of the skills where you rated 3 or lower, and specify the future action you need to take to improve these.

My Goals	Future Action
Skill 1	
Skill 2	
Skill 3	





Gold Award

Name of Volunteer:		
Award Documentation Fully Completed:	Y	N
Satisfactory:	Y	N
Total Volunteering Hours:		
Comments:		
Gold Awarded:	Y	N
Date:		
VE @ Keele Project Leader		
Signature:	_____	
Print Name:	_____	

