

Level 4 Preparing for Leadership and Management in Health and Social Care

Task F – Assessment *Sample*

Instructions to candidates

For this task you are required to consider the role that leadership plays in supporting teams within a health and social care setting.

The **topic areas** this task relate to are:

- Equality, diversity and inclusion, and the impact of these on workers and teams
- The impact of leadership qualities on teams
- The role of effective delegation in a team environment

Within this pack you are presented with a scenario that you are to read and consider. You will also read a number of accounts from individuals related to the scenario.

Once you have read the scenario and accounts, you should answer the questions provided.

You have up to **60** minutes to **prepare** your responses to the questions, and will then have up to **30** minutes to give these responses **verbally** to your assessor.

Questions

You are to provide a response to each of the following questions, based on this scenario.

- What core values and leadership behaviours might support you to improve motivation within the team; and earn their trust and respect?
- How might your knowledge of appropriate theories (e.g. emotional intelligence, transactional analysis, the senses framework and social interdependence theory) help you to start to develop more positive relationships with and within this team?
- Why is an understanding of equality, diversity and the Welsh language important in this scenario?
- What process would you take to ensure that the delegation of tasks is transparent and clear within the team?

Scenario

“A health and social care setting has recently employed a new team leader. The previous team leader left the organisation very quickly, and there was no hand-over with the new team leader, who was an external appointment.”



SHEILA— Recently appointed Team Leader

“I am new into post, and I chaired our first team meeting today. What an absolute disaster! Hardly anyone made eye contact with me; when I think about it, hardly anyone made eye contact with each other either. It was complete silence – no-one was making any small talk, and I don’t think I saw a smile! I have no idea what I’ve walked into. I tried to be helpful in providing information, but people just looked at the table or the wall. When I suggested it would be nice to have a team get-together, you could have cut the atmosphere with a knife. I wish I hadn’t bothered. It is clear to me that this is not a team, and there is no motivation or engagement here.”



HYWEL– Staff member

“I actually felt really sorry for our new manager. She has no idea of the baggage that our team carries! Our last manager left on bad terms. Many members of the team had a difficult relationship with her and this impacted the relationships we have within the team. There was (and still is) a lot of conflict in the team. Some of us felt that our last manager favoured some of the team over others. She certainly used to give her favourites the most preferred tasks! If anyone dreamt of suggesting working in a different way, they were instantly dismissed. Some of us were afraid of her. I even heard some people say that they felt our manager was discriminatory in some of her behaviours. She certainly had no respect for the Welsh language that’s for sure!!!”