



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT - LEADERSHIP

COURSE CODE - DLM 203

DEVELOPING AND LEADING TEAMS

EXAM DATE – APRIL 2022

Duration – 3 HOURS

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section **A** and any other **TWO** questions in Section **B**.

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. i) Define the following terms as used in team leadership:
 - a. Group (2 Marks)
 - b. Team (2 Marks)
- ii) State and explain three benefits of working in teams (6 Marks)
2. i) List and explain three features of a cross-functional team (6 Marks)
- ii) State and explain two ways in which the size of a team can affect its productivity (4 Marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

3. As a newly recruited manager, you have observed to your dissatisfaction that the existing work teams are ineffective. Identify and explain 5 dysfunctions in teams that might have formed the basis of your observation. (10 Marks)
4. In high performance teams, members tend to take different team roles. State and describe FIVE roles in a team. (10 Marks)
5. State and explain the FIVE stages of team development. (10 Marks)
6. Conflict management is an important determinant of team unity. Discuss 5 ways of managing conflicts in teams. (10 Marks)
7. State and explain 5 responsibilities of a leader in a team. (10 Marks)