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**Room 204**

**299 2195**

## **Study unit 7: Managing communication and decision-making**

*Leereenheid 7: Bestuur van kommunikasie en besluitneming*

**12/09/2016**



 **socratic**



# A LOOK BACK / 'n TERUGFLITS

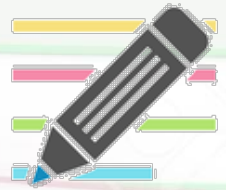


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The Zin  
Obelisk





## Study unit 7 / Leereenheid 7

Cooperate in a team, coordinate a team and identify challenges in teamwork and make practice suggestions on how to overcome such obstacles / *In 'n span saam te werk, 'n span te koördineer en uitdagings verwant aan spanwerk te identifiseer asook om praktiese voorstelle te maak oor hoe sodanige hindernisse oorbrug kan word*

Take complicated decisions on practice scenarios through the application of the DECIDE framework / *ingewikkelde besluite oor praktyksenario's te neem deur die DECIDE-raamwerk toe te pas;*

Demonstrate the ability to manage the cycle associated with meetings in terms of applicable processes and administration / *die vermoë aan die dag te lê om die siklus verwant aan vergaderings te bestuur sover dit die tersaaklike prosesse en administrasie betref; en*

Distinguish between the different types of management reports and defend the necessity of such reports in social work practice / *tussen die verskillende tipes bestuursverslae te onderskei en die nodigheid vir sodanige verslae in die maatskaplikewerkpraktyk te verdedig.*



**MANAGING TEAMWORK AND INVOLVEMENT**  
**BESTUUR VAN SPANWERK EN BETROKKENHEID**



# ACTIVITY

TEAMWORK

1. Create a quote on teamwork, without using the word *team* or *teamwork*
2. Allocate a word that describes '*teamwork*' to each letter (not teamwork):

T – Task orientated

E

A

M

W

O

R

K

**BEZUIDENHOUDT, GC  
FLYNN, HERMAN  
KHOSI, SIBONGILE  
HURTER, LOUISE  
MARIGE, THABO  
PAPKE, MARISE  
MATLHARE, NOTHEMBA  
ROODT, WILLEMEN**

**BRENKMAN, SHANANDRA  
JOSEPH, SENSHIA  
KIRSTEIN, KRISTI  
KOKO, TLOTLO  
KLEYNHANS, LUNÉ  
MACDONALD, LENIQUE  
SENGWAYO, PALESA  
MKABELA, HAZEL**

**BUYS, LIZÉ-MARI  
FEBRUARY, STINA  
HATTINGH, MICHELLE  
LEBONA, FRANS  
NKALA, NELSON  
MAROLLA, JUANITA  
MOKOENA, BELINDA  
MOSES, MONIQUE**

**MOGAPI, PD  
MOLAKENG, BRENDA  
MOUTON, JANINE  
SCHUTTE, TRIX  
PHALATSI, BONOLO  
THERON, ODETTE  
PRATT, RAEDENE  
VAN VUUREN, SIEM**

**ROSSOUW, CHARNÉ  
MOKGETHI, FRANCINAH  
MOLETE, VIRGINIA  
NGONYAMA, NOZIZWE  
PIETERSE, NISKA  
VAN DEN BERG, LUANDRIE  
QOKELA, VIRGINIA  
VAN WYK, EALA**

**ZWANE, VUYO  
PIETERSEN, CHANTÉ  
VAN DER MERWE, ANDRI-CORNÉ  
ROSS, CAYLA  
VAN WYK, TALITHA  
SIBIYA, WHITNEY  
SWARTZ, ZANELLA  
SENAMA, NTOMBI**

**“Individual commitment to a group effort .”**

- Vince Lombardi

**“Coming together is a beginning. Keeping together is progress. Working together is success.”**

- Henry Ford

**“There is no such thing as a self-made man. You will reach your goals only with the help of others.”**

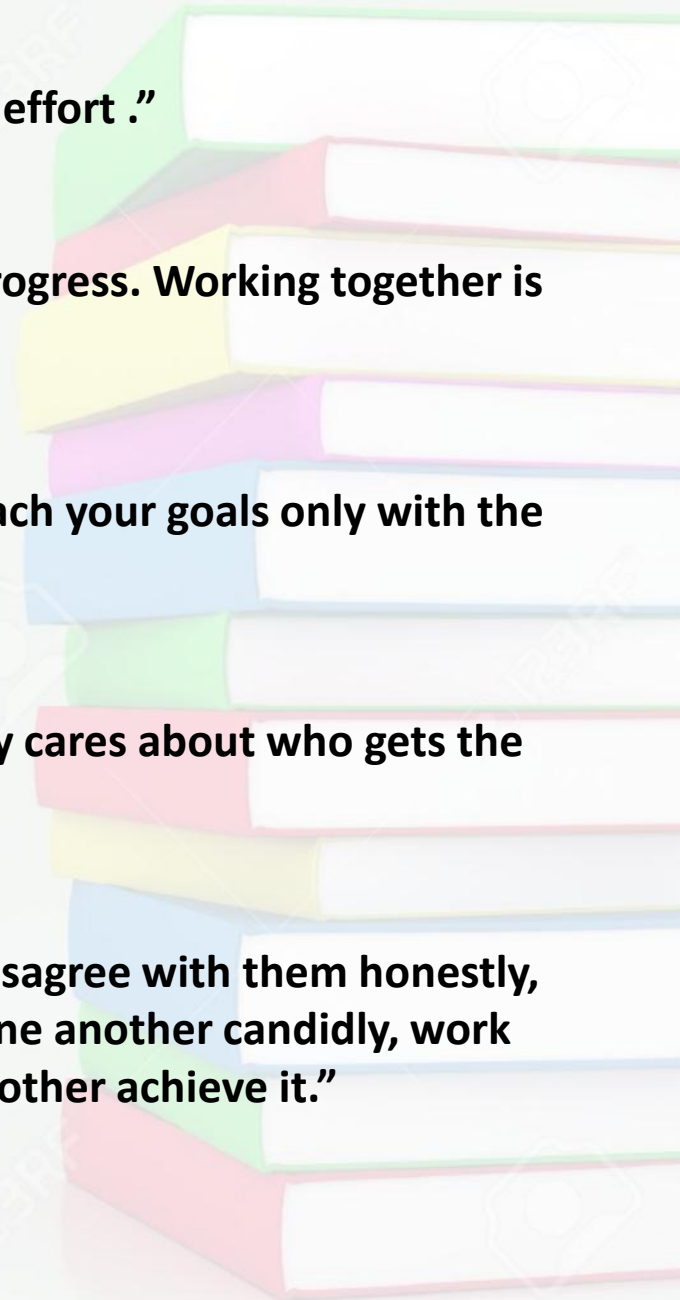
- George Shinn

**“It is amazing what can be accomplished when nobody cares about who gets the credit.”**

- Robert Yates

**“Respect your fellow human being, treat them fairly, disagree with them honestly, enjoy their friendship, explore your thoughts about one another candidly, work together for a common goal and help one another achieve it.”**

- Bill Bradley





# DEFINITION

## DEFENISIE



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**...a group of individuals passionately committed to their end goal. When groups have common goals, teamwork is essential to success / 'n groep individue wat passievol en toegewyd is om hul einddoel te bereik. Wanneer groepe gemeenskaplike doelwitte het, is spanwerk noodsaaklik om sukses te behaal.**

# MAIN CHALLENGES IN TEAMWORK

## DIE BELANGRIKE UITDAGINGS VAN SPANWERK



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# MAIN CHALLENGES IN TEAMWORK

## DIE BELANGRIKE UITDAGINGS VAN SPANWERK



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# MAIN CHALLENGES IN TEAMWORK

## DIE BELANGRIKE UITDAGINGS VAN SPANWERK

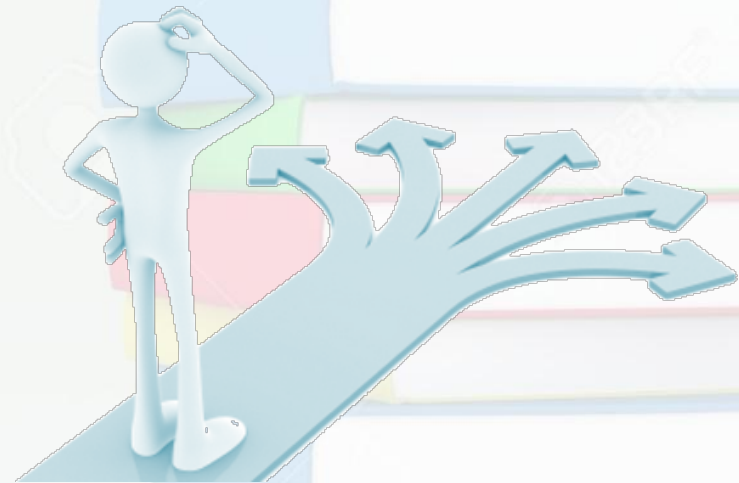


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- Unclear objectives and responsibilities | **Onduidelike doelwitte en verantwoordelikhede**
- Unclear definitions of problems | **Onduidelike definisies van probleme**
- Lack of cooperation | **Gebrek aan samewerking**
- Inappropriate consultative processes | **Onvanpaste konsultasieprosesse**
- Inappropriate information | **Onvanpaste inligting**
- Poor time planning | **Swak tydsbeplanning**
- Inappropriate decision making procedures | **Onvanpaste besluitnemingsprosedures**
- Domination | **Dominering**
- Oppressive behaviour | **Onderdrukkende gedrag**
- Lack of confidence | **Gebrek aan selfvertroue**
- Lack of follow up | **Gebrekkige opvolging**

# **DECIDE FRAMEWORK**

## **DECIDE RAAMWERK**



# DECIDE FRAMEWORK

## DECIDE RAAMWERK



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**D** ...define

**E** ...explore

**C** ...clarify

**I** ...ideas

**D** ...decisions

**E** ...enact & evaluate



# DECIDE FRAMEWORK

## DECIDE RAAMWERK



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**D**

Define the problem  
Who should be involved?  
Time limit?  
What information is needed?

How will you explore? **E**

**C**

Which role players / people will you  
clarify information to?

Ideas / Solutions? **I**

**D**

Who will be involved in making a decision?

How will you evaluate? **E**

# DECIDE FRAMEWORK

## DECIDE RAAMWERK



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**D**

Definieer die probleem  
Wie moet betrek word?  
Tydsbeperking?  
Watter inligting word benodig

Hoe sal jy ontdek?

**E**

**C**

Vir watter rolspelers/mense sal  
jy inligting opklaar?

Idees / Oplossings? **I**

**D**

Wie sal betrokke wees by die besluitnemingsproses?

Hoe gaan jy evalueer?

**E**



# DECIDE FRAMEWORK

## DECIDE RAAMWERK

You are an intern social worker at the Red Cross Childrens Hospital. You are fairly new and have not been through an induction period, as your supervisor has been on maternity leave shortly after you arrived.

Before your supervisor left, she gave you the responsibility of taking care of her job, she assured you that HR will further assist you on other matters, but she also advised you that in any situation you should make use of the DECIDE framework.

You arrived at work one morning with a woman sitting outside your office, she was in an emotional state and was not clear when she tried to speak.

You calmed her down and asked her a few questions. This is what you gathered:

- **The woman's name is Amanda, 19 years old, single**
- **She has a 3 year old daughter, her daughter was hospitalized 6 months ago due to malnutrition**
- **After the daughter was discharged from hospital, the father of the child threatened to take his child away from her**
- **Last night the father came to Amanda's house to visit his daughter; he found Amanda with a few woman smoking illegal substances, he was angry and fled with the child.**
- **She comes to your supervisor for a solution, but found you, she is afraid to go to the police**

# DECIDE FRAMEWORK

## DECIDE RAAMWERK

Jy is 'n interne maatskaplike werker by die Rooi Kruis Kinder Hospitaal. Jy is redelik nuut en het nog nie deur 'n induksie tydperk gegaan het nie, u supervisor gaan op kraamverlof kort nadat jy daar aankom.

Voordat die supervisor jou verlaat, het sy jou die verantwoordelikheid gegee om na haar werk om te sien. Sy verseker jou dat die MH jou verder sal help met ander sake, maar sy het jou ook in kennis gestel dat jy in enige situasie gebruik moet maak van die DECIDE raamwerk.

Jy het een oggend by die werk opgedaag en gesien 'n jong vrou sit buite jou kantoor. Sy was in 'n emosionele toestand en wanneer sy gepraat het, was dit onduidelik.

Jy het haar kalmeer en vir haar 'n paar vrae gevra. Dit is wat jy bekom:

- **Die vrou se naam is Amanda, 19 jaar oud, enkellopend.**
- **Sy het 'n 3-jarige dogter, dogter is 6 maande gelede in die hospitaal opgeneem as gevolg van wanvoeding**
- **Nadat die dogtertjie uit die hospitaal ontslaan is, het vader van die kind gedreig om sy kind weg te neem van die ma af.**
- **Gisteraand het die vader na Amanda se huis gegaan om sy dogter te besoek. Hy het Amanda saam met 'n paar vrouens gevind, wat verbode middels rook. Hy was kwaad en het gevlug met die kind.**
- **Sy het na jou supervisor gekom vir 'n oplossing, maar net jy is daar. Sy is bang om polisie toe te gaan.**

# DECIDE FRAMEWORK

## DECIDE RAAMWERK



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**D**

Definieer die probleem  
Wie moet betrek word?  
Tydsbeperking?  
Watter inligting word benodig

Hoe sal jy ontdek? **E**

**C**

Vir watter rolspelers/mense sal  
jy inligting opklaar?

Ideas / Oplossings? **I**

**D**

Wie sal betrokke wees by die besluitnemingsproses?

Hoe gaan jy optree en evalueer **E**

# **MANAGING MEETINGS**

## **DIE BESTUUR VAN VERGADERINGS**





# DEFINITION

## DEFINISIE



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**Formal or informal deliberative assembly of individuals called to debate certain issues and problems, and to take decisions. Formal meetings are held at definite times, at a definite place, and usually for a definite duration to follow an agreed upon agenda.**

**'n Formele of informele doelgerigte vergadering van individue wat sekere kwessies en probleme bespreek en besluite neem. Formele vergaderings word gehou op besliste tye, op 'n definitiewe plek en gewoonlik vir 'n definitiewe duur om 'n ooreengekome agenda te volg.**

# WHY HAVE MEETINGS? HOEKOM VERGADERINGS?



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# WHY HAVE MEETINGS? HOEKOM VERGADERINGS?



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- Information | Inligting**
- Consultation | Raadpleging**
- Decision making | Besluitneming**
- Legal compliance | Wetlike nakoming**
- Education | Onderwys**
- Networking | Netwerk/Produktiwiteit.**
- Social support | Sosiale ondersteuning**







# THE MEETING CYCLE

## DIE VERGADERINGS SIKLUS



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# THE MEETING CYCLE

## DIE VERGADERINGS SIKLUS



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# REFLECTION

## REFLEKSIE



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Leadership styles / leierskap- of bestuurstyle  
theories / teorieë  
roles and tasks / rolle en take





# MANAGING COMMUNICATION

## DIE BESTUUR VAN KOMMUNIKASIE



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**...the interchange of thoughts, opinions, or information by speech, writing, or signs / die uitruil van gedagtes, menings, of inligting deur die spraak, skrif, of tekens.**

# PURPOSE OF COMMUNICATION

## DOEL VAN KOMMUNIKASIE




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- Information | **Inligting**
- Questioning | **Ondervraging**
- Discussion | **Bespreking**
- Decision | **Besluit**
- Persuasion | **Oorreding**
- Action | **Aksie**
- Confirmation | **Bevestiging**
- Historical record | **Geskiedenis**



WHAT HAVE YOU  
LEARNED?



SO WHAT DID  
YOU LEARN  
ON THE FIRST  
DAY OF  
SCHOOL?

NOT ENOUGH...  
I HAVE TO  
GO BACK  
TOMORROW...



# CLASS PREPARATION

# KLASVOORBEREIDING

**19/08/2016 | Study unit 7 & 8**

- **Study unit 3 – MANAGING PEOPLE / BESTUUR VAN MENSE**

- Describe processes and activities associated with staff recruitment and selection / **Die prosesse en aktiwiteite te beskryf wat met die werwing en keuring van personeel verband hou;**
- Demonstrate insight in the core tasks associated with personnel management in a welfare organization / **insig aan die dag te lê sover dit die essensiële take betref wat met personeelbestuur in 'n welsynsorganisasie verband hou;**
- Critically debate and evaluate the importance of continuous training and learning of social workers, social auxiliary workers and volunteers in any welfare organization against the Continuous Professional Development Policy of the South African Council for Social Service Professions / **gemeet teen die Suid-Afrikaanse Raad vir Maatskaplikediensberoep se beleid vir voortgesette professionele ontwikkeling (CPD), die belangrikheid van voortgesette opleiding en leer vir maatskaplike werkers, maatskaplikehulpwerkers en vrywilligers krities te beredeneer en te evalueer;**
- Demonstrate the ability to identify potential conflict situations in the work environment and to outline strategies to deal with such conflict in the practice situation / **die vermoë aan die dag te lê om potensiële konfliktsituasies in die werkomgewing te identifiseer en binne die praktykopset werk te maak van hierdie situasies;**
- Describe and explain work related stress and the risk of professional burn-out in social work practice and formulate a stress management programme / **werkverwante stres en die risiko van professionele uitputting in maatskaplikewerkpraktyk te beskryf en te verduidelik asook om programme vir stresbestuur te formuleer.**

# IMPORTANT BELANGRIK

- **ASSIGNMENT 2 / OPDRAG 2: 19/09/2016**
  - eFUNDI
- **E-FUNDI QUIZ**
  - Study unit 5 – 7 / Leereenheid 5 – 7
  - Thursday / Donderdag 15/09/2016, 8:00 – 9:15

