

## Section II

30 marks

Attempt Questions 16–21

Allow about 50 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected length of response.

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### Question 17 (4 marks)

- (a) Identify the skills required for an employee to work effectively in a team. 2

To work effectively in a team there are several individual skills that are required. Of these the most important include effective communication skills, active listening, strong interpersonal skills as well as specific skills that will contribute to the success of the team eg. what is he or she needed for

- (b) What are the benefits of cultural diversity in the workplace? 2

Cultural diversity is really important in the workplace, as unique insights and skills of employees from different countries can really contribute to the success of the achievement of goals. Also, promoting cultural diversity really boosts morale and productivity therefore, contributing to an effective workforce.