

2013 HIGHER SCHOOL CERTIFICATE EXAMINATION
Financial Services

Section II

19-34

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.

Question 17 (4 marks)

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

Employees should work cooperatively as a group. They should listen & be opened to take into account others' opinions. Share ideas and thoughts, have regular meetings, communication is key and also share work load and speak with clear instructions (verb).

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

Benefits include increase understanding of your workers/colleagues culture as there will be decreased misunderstanding. This will also lead to working ~~at~~ cooperatively in the workplace as there are less arguments.