

**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**

*Ability to contribute ideas, accept feedback, share information, and recognise the importance of the team goal.*

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

*Increased number of ideas, and perspectives, and increased morale and skills sets. These benefit teams and the organisation as a whole.*