Title	Demonstrate knowledge of group processes
Level	5	Credits	5

Purpose	People credited with this unit standard are able to: analyse the advantages and disadvantages of working in groups; explain factors that affect group function; and outline strategies to manage conflict in a group.

Classification	Communication Skills > Interpersonal Communications

Available grade	Achieved

Guidance Information

1   Definition
     A *group* is three or more people who regularly interact with one another over time in pursuit of common goals.

2   This unit standard will be assessed against through an individual written or oral presentation which may include an analysis of a case study and relates theory and principles to examples.

3   It is acknowledged that different candidates may work from different cultural perspectives. Assessors should recognise the impact of culture on the candidate's responses.

Outcomes and performance criteria

Outcome 1

Analyse advantages and disadvantages of working in groups.

Range   may include but are not limited to – size, skills and knowledge, attitudes, hierarchy, cost, shared goals, time, context, task and process orientation, culture.

Performance criteria

1.1   Situations where the use of a group is appropriate or inappropriate are explained and analysed.

1.2   Advantages and disadvantages of working in groups are discussed.

           Range   may include but are not limited to – synergy, quality of decisions,
                        commitment to decisions, relationship building, task familiarity,
                        task complexity;
                        evidence of five advantages and five disadvantages is required.

1.3   Factors that influence group effectiveness are examined.

           Range   factors may include but are not limited to – group goals, balance of
                        goals, expertise, norms, conflict, attitudes, commitment;
                        evidence of five factors is required.

Outcome 2

Explain factors that affect group function.

Performance criteria

2.1   Group goals and norms operating within the group are identified.

2.2   Task roles and maintenance roles exhibited by participants are identified and
           explained in terms of their effect on group function.

2.3   Leadership styles are explained and compared in terms of their effect on group
           function.

           Range   evidence of at least three leadership styles.

2.4   Decision-making styles are explained and compared in terms of their effect on
           group function.

           Range   evidence of at least three decision making styles.

2.5   The potential consequences of group-think on effective decision-making are
           identified and strategies to avoid group-think are described in terms of their
           effects on group function.

           Range   evidence of at least two strategies.

2.6   Group processes are explained in terms of the stages of group development.

2.7   Cultural influences on group processes are identified and explained in terms of
           their effect on group function.

           Range   evidence of at least three examples of different cultural influences.

Outcome 3

Outline strategies to manage conflict in a group.

Performance criteria

3.1   The positive and negative effects of conflict are described in terms of their impact on group function.

3.2   Strategies for managing conflict in a group are described in terms of mitigating the impact of conflict on group function.

Range   must include – accommodation, avoidance, compromise, competition, collaboration.

3.3   Cultural preferences in conflict management styles are identified and discussed in terms of their impact on managing conflict in a group.

Range   evidence of at least two examples of different cultural preferences.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 February 1997	31 December 2015
Revision	2	8 June 1999	31 December 2015
Revision	3	22 January 2003	31 December 2015
Rollover and Revision	4	25 July 2006	31 December 2015
Review	5	21 May 2010	31 December 2017
Review	6	18 June 2015	31 December 2020
Review	7	16 February 2017	31 December 2025
Review	8	24 March 2022	31 December 2025
Rollover	9	24 November 2022	31 December 2025

Consent and Moderation Requirements (CMR) reference	0113

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.