



SUBJECT	BUSINESS STUDIES		PRE-TEST SESSION NO	1	DATE	1 AUGUST 2026
			TIME			
TOPIC	TEAM PERFORMANCE & CONFLICT MANAGEMENT			15 MIN	MARKS	20
GRADE	12	SURNAME		NAME		

INSTRUCTIONS:	• Answer ALL the questions on the ANSWER SHEET provided. • There is only ONE correct answer for each question. • Read the instructions/questions carefully. • Various options are provided as possible answers to the following questions. • Choose the correct answer and CIRCLE the appropriate LETTER (A–D).
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QUESTIONS:

1. **Focus on team members who are willing to collaborate with each other:**

- A mutual trust
- B collaboration
- C corporate Culture
- D interpersonal attitudes

2. **Peter has a... filed against his supervisor for unfair treatment.**

- A conflict
- B placing
- C induction
- D grievance

3. **During the ... stage of team development, team members accept that they must work in harmony with each other**

- A forming / formation
- B storming
- C norming
- D performing

4. **Conflict in the workplace due to cultural influences is caused by... differences.**

- A personality-
- B social
- C background
- D historical

5. **Using team dynamics theories to improve team performance, the manager of Mambo Plastik assigned tasks according to...**
- A productivity
 - B attitude
 - C personality
 - D role
6. **Team members who respect and trust each other despite differences are part of the... criteria for successful team performance.**
- A shared values
 - B communication
 - C personality
 - D behavior
7. **All teams go through different stages of... before working together towards a common goal.**
- A behavior
 - B team performance
 - C team development
 - D skill development
8. **Quality feedback that improves team morale refers to...**
- A communication
 - B collaboration
 - C skill development
 - D dissolution
9. **Team members go through a period of conflict and confront each other's ideas in the.... stage of team development.**
- A forming /formation
 - B performing
 - C storming
 - D norming
10. **In the... stage of team development, team members gather information about each other and focus on routine tasks**
- A norming
 - B storming
 - C formation / forming
 - D performing

(10 X 2) = [20]