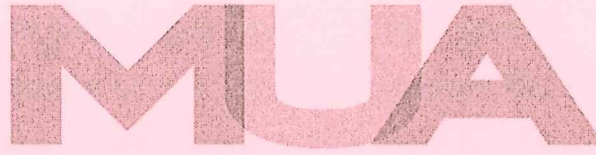


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DIPLOMA UNIVERSITY EXAMINATIONS

SCHOOL OF MANAGEMENT AND LEADERSHIP

DIPLOMA COMMON UNIT

DCU 101: SOCIAL SKILLS

DATE: 26<sup>TH</sup> JULY 2022

DURATION: 2 HOURS

MAXIMUM MARKS: 70

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. Write all your answers in the Examination answer booklet provided.

**QUESTION ONE**

**Read the Case Study below carefully and answer the questions that follow:**

Tim a 21 year-old fourth year student started expressing anger in public and even at home which made people think of him as bad person. Tim had to live with this idea all of his life, just because of the simple fact that he couldn't control his anger and his actions while being angry.

He became so very easily irritated with simple issues like his friends not inviting him for a birthday party, feeling left out by his friends while going out on weekends among other petty issues. He would start quarrelling everyone even his parents.

Although Tim had much academic success as a teenager, his behavior had become increasingly odd during the past year. He quit seeing his friends and no longer seemed to care about his appearance or social pursuits. He began wearing the same clothes each day and seldom bathed. He lived with several family members but rarely spoke to any of them. When he did talk to them, he said he had found clues that his college was just a front for an organized crime operation. He had been suspended from college because of missing many classes.

However, Tim started to learn that our bodies give warnings just before anger kicks in. These signs are mental and physical, therefore our behavior and the emotions we feel whenever we are angry can help us realize what's about to happen. Tim started to use coping thoughts and relaxation techniques such as breathing exercises and meditation. He also started to practice certain actions whenever he felt angry in order to blow off some of the steam. In turn, all his work made him understand his anger together with how to avoid it in the first place.

He became a very responsible and happy young man later in his life thanks to knowing how to deal with anger simply known as anger management.

**Required:**

- a) From the case study, describe some of the relaxation techniques that Tim may have used to overcome anger. **(10 marks)**
- b) If not managed well, anger can lead to various health problem some even chronic and fatal. Explain some of these problems. **(10 marks)**



- c) Discuss some of the physical warning signs of anger that Tim may have realized that made know he is getting angry easily. (5 marks)
- d) List some of the tactics that one may use to blow off anger. (5 marks)

## QUESTION TWO

- a) Define social skills and explain any three interpersonal skills you should possess as a professional. (7 marks)
- b) In your own words, describe how you can acquire social skills. (3 marks)

## QUESTION THREE

- a) A useful way of making goals more powerful in life is to use the SMART approach. Explain this statement. (5 marks)
- b) Explain the various ways in which one can set effective and achievable goals in life. (5 marks)

## QUESTION FOUR

- a) Discuss conflict resolution and management. (4 marks)
- b) Describe ways in which one can manage and resolve conflict in the workplace. (6 marks)

## QUESTION FIVE

- a) Define emotional intelligence. (2 marks)
- b) List the characteristics of emotional intelligent person. (4 marks)
- c) Describe how one can improve his/her emotional intelligence. (4 marks)

## QUESTION SIX

- a) Discuss what you understand by responsible behaviour. (4 marks)
- b) Explain the basic elements of a responsible person. (6 marks)

