

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

DIPLOMA UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
DIPLOMA COMMON UNIT

DCU 101: SOCIAL SKILLS

DATE: 10TH DECEMBER 2018

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

THE CENTER OF EXCELLENCE DIPLOMA COLLEGE

The Center of excellence Diploma College is a Church College located in the Eastland Part of the City. It enrolls student aged 15 - 35 years who are popularly referred to as the youth or the Y Generation.

In response to some concerns about the well-being of Y generation and investigating how we could help students maximize their own potential to improve academic performance, the College decided to deliver a series of mental toughness lessons to enable improve the Social skills of these students.

Establishing that the Mental Toughness model was the best fit to the college's context and our broad program aimed to help students was to address:-

Happier and more balanced approach to school work and life skills in general,
Improve confidence and wellbeing, improve performance in exam results and attainment levels, adopt positive thinking, be more resilient, and develop clear goals,
Improve on negotiation skills, effective communication among other social and life skills programs.

The Mental Toughness sessions were delivered over six one hour lessons, we opted for the most common mental preparation strategies: goal setting, imagery, and positive self-talk, reframing and relaxation skills. The student results showed significant improvements for emotional control, and confidence in abilities and a clear

improvement in overall mental toughness. One unintended outcome was the impact on the lectures selected to deliver the lessons data revealed an upward trend in all aspects of mental toughness and a significant increase in confidence.

Required:-

- a) Interpersonal skills are acts a person uses to interact with others. Discuss four interpersonal acts required by students in reference to the case study.
(5 marks)
- b) Highlights any four Positive interpersonal skills for the young youths preparing to work at companies.
(10 marks)
- c) State six ways how the Social skills tools enable young people to interact at the institution.
(10 marks)
- d) Identify four Social skills essential character traits that are required from college students.
(5 marks)

QUESTION TWO

- a) People with high emotional intelligence are usually successful in most things. This is so because they're the ones that others want on their team. Discuss four key Characteristics of Emotional Intelligence.
(4 marks)
- b) Highlight four best self-confidence and self-management techniques from a team member.
(4 marks)
- c) Highlight any two Time management and organizational skills for an effective team player.
(2 marks)

QUESTION THREE

- a) Discuss any five Conflict Management techniques in an organization. (5 marks)

- b) Highlight any five elements of responsible behaviour in a modern organization. (5 marks)

QUESTION FOUR

- a) Knowing how to recognize and express your feelings in appropriate ways can help you to handle emergencies, solve problems, and hold on to meaningful relationships. Explain any three anger related psychological problem. (6 marks)

- b) High light four techniques how to promote tolerance and respect in young people. (4 marks)

QUESTION FIVE

- a) Properly managed teams maximizes strengths, bringing out the best in each team member. Evaluate any five key importance of teamwork in an organization. (5 marks)

- b) There are five stages of group development in every organization where group members must address in order to accomplish its tasks. Discuss the five stages. (5 marks)

QUESTION SIX

- a) When choosing a certain profession or making a career switch, it is important to carefully find out what your interests and ambitions are. Discuss any four Importance of career choice. (4 marks)

- b) Highlight any three importances of coaching and mentorship in a modern organization. (6 marks)