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(University of Choice)

**MASINDE MULIRO UNIVERSITY OF
SCIENCE AND TECHNOLOGY
(MMUST)**

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR THE DIPLOMA

OF

DISASTER MANAGEMENT / SECURITY INTELLIGENCE STUDIES

:

COURSE CODE: SEC/OS/ DM /BC/05/6

COURSE TITLE: EMPLOYABILITY SKILLS

DATE: 13/12/2023

TIME: 9-11AM

INSTRUCTIONS TO CANDIDATES

Answer Question One and any other Two

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over. ▶

Question one

The business world is evolving at a rapid pace due to the acceleration of technological change. Most companies are in a cut throat competition to remain afloat or else be faced out. They are striving to find new strategies as they are faced with many options of conducting their business. One of the strategy is the recruitment of competent staff who possess excellent skills that go beyond qualifications and experience to enable the company attain its goals.

Basing on the above excerpt,

- a) Define the term interpersonal skills (2 marks)
- b) Describe four (4) forms of communication that are used by companies in ensuring the achievement of its goals (8 marks)
- c) Explain two (2) functions of management that companies are embracing in ensuring the achievement of their objectives (4 marks)
- d) Why is it important for employees to focus on their career growth and development (5 marks)
- e) Explain four (4) characteristics of an effective work place team. (4 marks)
- f) Name three (3) ways in which employees can cope with stress at the work place. (3 marks)
- g) Name four (4) ethical standards that companies need to adhere to in ensuring performance (4 marks)

Question Two

- a) Distinguish between the following terminologies (10 marks)
 - i) Self- esteem and self-awareness (2 marks)
 - ii) Assertiveness and aggressiveness (2 marks)
 - iii) Vision and Mission (2 marks)
 - iv) Responsibility and accountability (2 marks)
 - v) Coaching and Mentoring (2 marks)
- b) Describe five (5) strategies that an employee can adopt to overcome life challenges (10 marks)

Question Three

- a) Describe three (3) conflict resolution mechanism that can be used at the work place (6 marks)
- b) Explain seven (7) qualities of a leader at the work place (14 marks)

Question Four

- a) Describe five (5) types of audiences that you may encounter while making an oral presentation at the work place (10 marks)
- b) Explain five (5) methods of acquiring relevant job-related skills and knowledge at the workplace (10 marks)