



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF SOCIAL SCIENCES

**UNIVERSITY EXAMINATION FOR:**

**DIPLOMA IN MARINE ENGINEERING**

**EMR 2124: LIFE SKILLS**

**SERIES: AUGUST 2019**

**TIME: 2 HOURS**

**DATE: AUGUST 2019**

## **Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

This paper consists of five questions. Attempt Question ONE and any other TWO

**Do not write on the question paper.**

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## **Question ONE**

- a. Effective communication has several challenges, I identify and explain any five of them.(10 marks)
- b. Briefly explain steps one should consider in effective communication (10 marks)
- c. Discuss any Five assertiveness techniques (10 marks)

## **Question TWO**

- a. Explain how attitudes are formed(10 marks)
- b. Highlight the steps in building self esteem(10 marks)

## **Question THREE:**

With relevant examples, discuss the factors that influence individual's negative or positive personality (20 marks)

#### **Question FOUR**

- a.** For one to succeed in business, he/she should know how to negotiate, discuss any five negotiation skills(10 marks)
- b.** Discuss how University students can be helped to handle their conflicts( 10 marks)

#### **Question FIVE**

There has been cases of fighting amongst University students in recent times, discuss any five healthy and unhealthy ways of resolving conflicts (20 marks)