



MURANG'A UNIVERSITY COLLEGE  
(A constituent college of Jomo Kenyatta University of Agriculture and Technology)

**DEPARTMENT OF LIBERAL STUDIES**

**END OF TERM EXAMINATION – SPECIAL/SUPP**

**TIME: 2 HOURS**

**UNIT CODE: LS1102**

**LIFE SKILLS**

**DIPLOMA SEMESTER 2**

**CLASSES: BC/14D, EE/14D, APP.BIO/14D, BM/14D, FASHION DESIGN&CT/14D**

ANSWER ALL QUESTIONS

- 1) a) Discuss the term conflict. (2mks)  
b) What steps would you take to overcome conflict? (8mks)
- 2) You are to give a talk to a group of college students. Basing your topic on the consequences of wrong decision making, write out your talk. (15mks)
- 3) a) Give TWO clear definitions of the term Empathy. (3mks)  
b) Discuss the factors that hinder empathy. (12mks)
- 4) Discuss the logical steps that make up the negotiation process. (15mks)
- 5) Discuss the living values that promote assertiveness. (15mks)



MRUC is ISO 9001:2008 certified