



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

**DEPARTMENT OF LIBERAL STUDIES**

**END OF TERM EXAMINATION – MAIN EXAM**

**TIME: 2 HOURS**

**UNIT CODE: LS1102**

**LIFE SKILLS**

**DIPLOMA**

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

**SEMESTER 1**

ANSWER ALL QUESTIONS

1. a) Give TWO clear definitions of the term 'Empathy'. (3mks)  
b) Discuss the factors that hinder empathy. (12mks)
2. Discuss the logical steps that make up the negotiation process. (15mks)
3. a) Discuss the term conflict. (2mks)  
b) What steps would you take to overcome conflict? (8mks)
4. What are the consequences of wrong decision making? (10mks)
5. What are the THREE key causes of stress and how can stress be managed? (15mks)
6. Discuss the living values that promote assertiveness. (5mks)



MRUC is ISO 9001:2008 certified

