

ASSESSMENT # 5**Total Marks: 30**

Answer the following questions:

Q: 1: Short Questions (15)

- I. Define the term "positive intent".
- II. What is Delegation?
- III. Describe the three stages of the problem-solving model.
- IV. What is Discipline?
- V. What are the six steps in employees' conflict resolution?

Q: 2: Discuss the six characteristics of effective feedback. (7)

Q: 3: Outline the various tips for accepting criticism positively. (8)