

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
CERTIFICATE COMMON UNIT

CCU 101: SOCIAL SKILLS

DATE: 31ST MARCH 2026

DURATION: 2 HOURS

**MAXIMUM
MARKS: 70**

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

Phil is finding that there are less and less hours in the day, the workload is the same but he feels more rushed than ever. He finds himself eating his lunch at his workstation, and feels demotivated during the last two hours of his shift. He works in a busy office environment with lots of noise and distractions, this he feels has some detrimental impact on his workload, one of his colleagues asks him for help on a regular basis and this is also eating up his time, but he doesn't want to come across as ignorant so is always ready to help.

He worries that his inability to complete all his goals will start impacting on the business and his next review, this has caused his stress levels to increase and he starting to struggle to sleep at night.

Required:

- a) Discuss how Phil's willingness to regularly assist a colleague reflects issues of assertiveness and boundary management in the workplace **(10 Marks)**
- b) Propose practical individual and organizational strategies that could help reduce Phil's stress and improve his effectiveness at work **(10 Marks)**
- c) State strategies Phil could implement to improve time management **(10 Marks)**

QUESTION TWO

- a) Explain the concept of burnout and identify its key symptoms **(4 Marks)**
- b) Effective stress management requires both individual and organizational interventions. Discuss the effectiveness of relaxation

techniques in managing stress.
(6 Marks)

QUESTION THREE

a) Boundary setting is a key component of self-care. Critically evaluate five strategies for establishing and maintaining healthy boundaries in interpersonal relationships

(5 Marks)

b) Analyze five appropriate responses an individual can use when personal boundaries are not respected

(5 Marks)

QUESTION FOUR

a) Examine the impact of low emotional intelligence on emotional coping and social functioning.

(4 Marks)

b) Discuss the role of cultural influences on the expression of emotions and empathy.

(6 Marks)

QUESTION FIVE

"Effective decision making is not possible without critical thinking."
Discuss this statement with suitable examples.

(10 Marks)

QUESTION SIX

a) Assess any four forms of child labour

(4 Marks)

b) Critically analyze the role of poverty and education in the persistence of child labour.

(6 Marks)