

Answer the following questions:

Q: 1: Short Questions (15)

- I. What is the difference between a leader and a manager?
- II. Outline the six steps for dealing with angry people.
- III. Describe Consequential Thinking.
- IV. Outline the two major steps of Directional Thinking.
- V. What is a paradigm shift? Explain, giving examples.

Q: 2: Discuss Robert Coalmine's six influence strategies. (7)

Q: 3: Describe the fifteen steps for dealing with upset people. (8)