

ASSESSMENT # 16

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions: (20)

- I. What is anger?
- II. Explain the affects of anger on team work and productivity?
- III. List some tips to control your anger?
- IV. Can anger be used in a positive way?
- V. Describe the Key points to make your anger assertive?

Q:2: The old 80/20 rule (Pareto's Rule) says that 80% of our problems will come from 20% of our employees or our clients. Would you agree with this, disagree, or have something to share? (10)