

### ASSESSMENT # 17

Total Marks: 30

Answer the following questions:

1. Know the differences between good and bad bosses and Understand how those who hold management positions can develop into good leaders
2. Recognize characteristics of good leaders and Know the elements of leading by example
3. Comprehend how to use common sense in workplace dealings and Know why it is important to use clear communication techniques
4. Understand the importance of providing effective feedback
5. Understand how to apply emotional intelligence to your dealings with others