

ASSESSMENT # 5

Total Marks: 30

Answer the following questions:

Q: 1: Short Questions (15)

- I. What is the difference between intentions and actions? Explain, giving examples of some action and intention statements.
- II. Describe five steps for constructing a team improvement plan.
- III. How would you prevent internal conflict according to Dale Carnegie?

Q: 2: Discuss some ways of resolving conflicts in the workplace. (7)

Q: 3: What does SWOT stand for? Discuss SWOT Analysis in detail. (8)