

ASSESSMENT # 11

Total Marks: 30

Answer the following questions:

- Q: 1:** What are reciprocal relationships? Describe using examples (6)
- Q: 2:** What are the 3'F that can help you in preventing problems? (6)
- Q: 3:** 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? (6)
- Q: 4:** What is conflict resolution? Describe its Three-step model? (6)
- Q: 5:** What are the steps to control the negative feelings? (6)