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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR**  
**FIRST YEAR, FIRST SEMESTER EXAMINATION**  
**FOR THE CERTIFICATE IN HOSPITALITY MANAGEMENT**  
**CCU 002: LIFE SKILLS**

Date: 16<sup>TH</sup> April, 2024  
Time: 2.30PM-4.30PM

**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE (30 MARKS)**

- a) Highlight situations that require effective decision making for students. **(6 Marks)**
- b) Evaluate the three causes of stress that makes one feel threatened. **(6 Marks)**
- c) Describe modern life skills you can master which could help you manage many life hurdles. **(6 Marks)**
- d) Explain mental health management techniques the youth can employ to combat mental health. **(6 Marks)**
- e) State and Explain attributes the youth can cultivate in their relations to have high esteem. **(6 Marks)**

**QUESTION TWO (20 MARKS)**

- a) Explain briefly benefits of life skills education to the youth. **(7 Marks)**
- b) Discuss dimensions of emotional intelligence that helps you to cope with environmental demands. **(6 Marks)**
- c) Define empathy and provide its significance to people in present day society. **(7 Marks)**

**QUESTION THREE (20 MARKS)**

- a) Examine three causes of conflict in present day societies. **(7 Marks)**
- b) Describe five steps you could adopt to strengthen your assertive behavior. **(6 Marks)**
- c) Analyze factors that enhances negotiation. **(7 Marks)**

**QUESTION FOUR (20 MARKS)**

- a) Explain the consequences of not making effective decisions. **(7 Marks)**
- b) Evaluate the significance of creative thinking in decision making. **(7 Marks)**
- c) List three problem solving skills the youth can cultivate to solve problems. **(6 Marks)**

**QUESTION FIVE (20 MARKS)**

- a) Examine ways of dealing with conflict in present day society. **(7 Marks)**
- b) Analyze strategies you can employ to cope with emotions. **(7 Marks)**
- c) Describe ways through which people misuse leisure today. **(6 Marks)**