



**UNIVERSITI KUALA LUMPUR
Malaysia France Institute**

**FINAL EXAMINATION
SEPTEMBER 2014 SESSION**

SUBJECT CODE : WGD10103
SUBJECT TITLE : INTERPERSONAL SKILLS
LEVEL : DIPLOMA
TIME / DURATION : 9.00 AM – 11.00 AM
(2 HOURS)
DATE : 5 JANUARY 2015

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper **CAREFULLY**.
 2. This question paper is printed on both sides of the paper.
 3. Write your answers in this question booklet.
 4. Answer should be written in blue or black ink except for sketching, graphic and illustration.
 5. This question paper consists of **FOUR (4)** sections. Section A, B, C and D. Answer all questions in all sections.
 6. Answer all questions in **ENGLISH**.
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THERE ARE 10 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A: INTRAPERSONAL SKILLS (Total: 25 marks)**INSTRUCTION: Answer ALL question****Question 1**

Circle the correct answer from the options given.

- i. Intrapersonal Skills can be defined as _____
 - a. talents or abilities that reside within the individual and aid him or her in problem solving
 - b. interactions with other people or personalities.
 - c. life skills we use every day to communicate and interact with other people, both individually and in groups basic
 - d. the set of abilities enabling a person to interact positively and work effectively with others.

- ii. Self-talk include all the followings **except** _____
 - a. inner speech that you make to yourself
 - b. positive self-talk can increase focus, concentration and performance
 - c. you use this method while thinking things through
 - e. it will not help a person to gain courage and confidence

- iii. Monitoring thoughts on an ongoing basis will help an individual to be aware of negative thoughts and replacing them with positive thoughts.
 - a. True
 - b. False

- iv. Intrapersonal skills focus on communication with other individuals or groups.
 - a. True
 - b. False

- v. An external stimulus is related to _____.
 - a. personal motives, attitudes and self-concept
 - b. events, objects and people outside the individual
 - c. none of the above
 - d. all of the above

- vi. Observing the differences that intrapersonal skills have made in your daily life is one of the ways to develop intrapersonal skills.
 - a. True
 - b. False

- vii. Which of the following is false?
 - a. Everyone can use visualization technique for all kinds of situations including public presentations and difficult interactions.
 - b. Visualization can help you to decrease stress

- c. One of the techniques for visualization is writing down your imagination
- d. Visualization does not require a detailed imagery as it would take in real life.
- viii. The most effective imagery involves all five senses
 - a. True
 - b. False

(8 marks)

Question 2

Match each term with the correct strengths.

i.	Popular Sanguine
ii.	Powerful Choleric
iii.	Perfect Melancholy
iv.	Peaceful Phlegmatic

a	Accomplishes a lot, makes quick decisions, goal-oriented, solves problem, active, self-sufficient, takes authority
b	Enthusiastic, optimistic, volunteers, makes friends easily, good up front, big idea person, conversationalists
c	Easygoing, humble, mediator, listener, adaptable, stable, tactful
d	Thoughtful and deep, accurate, detail oriented, self-sacrificing, sees problems, compassionate, choosy friend

(4 marks)

Question 3

Provide three (3) examples of Positive Affirmation if you want to lose weight.

- i. I will _____
- ii. I can _____
- iii. I can _____

(3marks)

Question 4

Arrange the steps, from 1 until 7 to creating your own positive affirmation in the correct order

a) Deciding on the content of your affirmations	
b) Prioritize your list of things to work on.	
c) Think about what negative features you want to counteract or what positive goals you want to accomplish.	
d) Make your affirmations visible so you can use them.	
e) Continue using your affirmations.	
f) Match up some of your positive attributes with your goals.	
g) Write your affirmations	

(7marks)

Question 5

Indicate the statements as TRUE or FALSE.

These are points to consider when making good decisions:

Do not do your homework.	
Weigh the probabilities or possible outcomes.	
Do not solicit opinions and obtain feedback from those you trust or have had a similar situation to contend with.	

(3 marks)

SECTION B: COMMUNICATION SKILLS (Total: 25 marks)

INSTRUCTION: Answer ALL questions.

Question 1

Fill in the blanks with a word from the table.

personal	influence	feelings
emotional	actions	people

- i. Communication is sometimes _____ and it occurs every day.
- ii. Communication is a social and _____ process.
- iii. Communication can be used to _____ other people to reach to an agreement
- iv. Communication is used to connect _____.
- v. Communication is the expression of thoughts and _____.
- vi. Communication can be conveyed through words and _____.

(3 marks)

Question 2

Match the following situations with the appropriate communication barriers

Situation	Answer
The German man uttered “ Danke Schon” after you gave him directions to KLCC.	
Doreen always tells everyone that she is sick. One day she tells you that she has a fever. You don’t believe her	
You went to see the doctor to ask about your father’s health condition, but were frustrated as you did not understand the doctor’s explanation.	
You were explaining to Fatimah about the importance of the project, but Fatimah was looking at a handsome man standing beside her.	
Your mother scolded you for singing while cooking for dinner. She said that you get married at an old age.	
A Japanese man met you in the meeting room. You gave out your hand for a handshake, but the Japanese bowed to you.	

Communication Barriers

- A. The use of jargons or technical words.
- B. Taboos
- C. Lack of attention, interest, distractions
- D. Cultural differences
- E. Inability to understand language differences
- F. Prejudice which leads to assumptions.

(12 marks)

Question 3

Match each gesture with the appropriate feelings.

Gesture	Answer
	
	
	
	
	

A. Enthusiastic

B. Relieved

C. Anger

D. Annoyed

E. Satisfaction

(5 marks)

Question 4

Circle the correct answer to indicate if the statement is **True** or **False**.

- | | |
|------------------------------------------------------------------------------------------------------|---------------------|
| 1. A good communicator is a good listener. | True / False |
| 2. A good communicator has sympathy towards the listener. | True / False |
| 3. A good communicator will give his feedback. | True / False |
| 4. A good communicator will convey clear and concise messages. | True / False |
| 5. A good communicator will use the different communication style when talking to variety of people. | True / False |
| 6. Writing is a verbal communication. | True / False |
| 7. It is important to maintain eye-contact with the listener. | True / False |
| 8. Body language is not important when speaking with a group of people. | True / False |
| 9. Gestures should be used when doing a presentation in front of the audience. | True / False |
| 10. Hand gestures can help speakers to explain about shapes, directions or sizes. | True / False |

(5 marks)

SECTION C: TEAMWORK (Total: 25 marks)

INSTRUCTION: Answer ALL questions.

Question 1

Below are the importance of teamwork. Fill in the blanks with the correct word

good	goals	output	conflict	share
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- i. Achieve _____.
- ii. Help employees _____ workload.
- iii. Promote _____ communication.
- iv. Raise overall quality of _____.
- v. Resolve _____.

(5 Marks)

Question 2

Fill in the blanks with a word from the table

doubt	selfishness	listen	goal	tasks
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- 1. For a team to be able to succeed, it is important that all of the members _____ to each other.
- 2. To keep a team organized, it is important that all of the roles and _____ of each specific member are clearly defined and understood.
- 3. Feelings like _____ and suspicion should never be presented in an effective teamwork environment.
- 4. _____ often leads to counterproductive issues, such as competition from within a team, which can be harmful to achieve the final goal.
- 5. All of the members of the team must be willing to take on responsibilities to ensure the _____ come into completion.

(5 Marks)

Question 3

Circle T for true statement and F for false statement

- 1. Tukiman’s model is one of the most influential models of teamwork theory that was developed in 1965 and is widely known as a basis for effective team building.
T / F
- 2. Teamwork is the process of working individually in order to achieve a goal.
T / F
- 3. Working in a team may increase the overall quality and speed of work.
T / F
- 4. A good team leader has to consider different personalities and working styles of team members in leading the team.
T / F

5. Team members should not been given freedom in choosing approaches of doing work in order to avoid conflicts and miscommunication.
T / F
6. A team building game is a good approach to strengthen relationship among team members of different personalities.
T / F
7. A clear goal and vision of success promotes enthusiasm and helps keep team members focused.
T / F
8. Some common traits for good leaders include courage, fairness, intelligence, the ability to be straightforward, selfish, friendliness, honesty and creativity.
T / F
9. When team members work individually, they can learn the skills and capabilities of each other and advance their knowledge
T / F

(9 Marks)

Question 4

Identify the 4 stages of Group Development and match them with the correct statement.

Stages	Statement
E.g. Forming	It is important for team leader to be assertive, confident, and positive during this stage, especially if some of the team members are challenging the team leader's leadership.
	During this stage, team leader will want to focus on keeping everyone moving in the right direction by Communicating effectively and providing constructive feedback to team members.
	During this stage, it is critical for the project manager to provide structure and direction for the team.
	At this stage, the team is performing at a high level in which the team leader will be able to focus more on leadership activities and less on supervisory activities.

(6 Marks)

SECTION D: LEADERSHIP (25 marks)
INSTRUCTION: Answer ALL questions.

Question 1

Circle the correct answer

- i. Leadership is _____
 - a) The feeling of being a leader.
 - b) A group of men with a position.
 - c) The qualities that a good leader should have.
 - d) The feeling of a boss.

- ii. A leader should have the characteristics mentioned below except:
 - a) Social Interaction
 - b) Intelligence
 - c) Charisma
 - d) Dominant

(2 marks)

Question 2

Match the traits of a good leader below with the correct definition:

a	Fair-minded
b	Broad-minded
c	Forward-looking
d	Straightforward
e	Honest

Display sincerity, integrity, and candor in all your actions.
Show fair treatment to all people.
Use sound judgment to make a good decision at the right time
Set goals and have a vision of the future.
Seek out diversity.

(5 marks)

Question 3

Fill in the blanks with a word from the table.

decision-making	close control	father figure
redirect	management	rights and power

- i. The transactional style of leadership was mainly used by the _____
- ii. The democratic leadership style consists of the leader sharing the _____abilities with the group members.
- iii. The authoritarian leadership style or autocratic leader keeps strict, _____ over followers by keeping close regulation of policies and procedures given to followers.
- iv. The transformational leader is to work to change his or her followers' needs and _____ their thinking.
- v. The laissez-faire is where all the _____ to make decisions is fully given to the worker.

(5 marks)

Question 4

List any 3 of the principles of leadership

- a. _____
- b. _____
- c. _____

(3 marks)

Question 5

Match the traits of a good leader below with the correct definition.

a	Competent
b	Inspiring
c	Courageous
d	Imaginative
e	Intelligent

Display confidence in all that you do.
Have the perseverance to accomplish a goal, regardless of the seemingly insurmountable obstacles.
Read, study, and seek challenging assignments
Make decision based on your actions on reason and moral principles.
Make timely and appropriate changes in your thinking, plans, and methods.

(5 marks)

Question 6

Circle **True** if the statement is correct and **False** if it is incorrect.

- i. It is necessary for a leader to influence others to support and implement the decisions. **True / False**
- ii. A leader should not get the job done. **True / False**
- iii. A leader should listen to his/her subordinates. **True / False**
- iv. It is critical for the leader to foster positive change in any environment. **True / False**
- v. A leader should not be trustworthy **True / False**

(5 marks)

END OF QUESTION