



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 102106T5COH

Qualification : Assistant Community Health Officer Level 6

Unit Code : HE/OS/CH/BC/05/6/A

Unit of Competency : Employability Skills

CANDIDATE WRITTEN ASSESSMENT

3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: A and B.
3. Do not write on the question paper.
4. A separate answer booklet will be provided.
5. Candidates should answer the questions in English.

This paper consists of THREE (3) printed pages

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: (40) MARKS)

Answer all the questions in this section

1. Identify FIVE forms of emotions experienced at workplace. (5mks)
2. A goal has to be set in relation to organizational objective. State THREE reasons why we must set goals. (3mks)
3. One of your colleagues has developed low self-esteem. Outline THREE signs of a low self-esteem person. (3mks)
4. Time management involves punctuality and has to be observed as per work place policies. Highlight THREE strategies that can help an employee in time management (3mks)
5. List THREE situations that requires negotiations and agreement when dealing with workplace issues. (3mks)
6. Outline THREE importance of empathy. (3mks)
7. Workers of any organization face stress as a result of workplace challenges. Identify THREE ways of coping with stress (3mks)
8. Leisure is important to an individual who is regularly engaged at work place. Outline THREE benefits of leisure (3mks)
9. Drugs and substance abuse are a threat to work productivity. State FOUR drugs that are regularly abused at workplace (4mks)
10. Awareness of HIV/AIDS should be mandatory at workplace. Highlight THREE negative effects of HIV/AIDS (3mks)
11. Communication is a vital management tool in an organization. Identify THREE forms of communication that can be used at workplace (3mks)
12. Conflicts are common in organizations. State FOUR causes of conflicts. (4mks)

SECTION B: (60 MARKS)

Answer any THREE questions in this section.

13. a) Explain FIVE time wasting activities that need to be discouraged in order to improve productivity and achieve organizational goals (10 mks)
- b) Hedrick is an office manager at one of the flower firms in Kenya. She has been portraying anger outbursts on staff. She has been sent for counseling. As a counselor, discuss FIVE ways to manage anger at work place. (10mks)
14. a) Company A and B have been holding negotiation on collaborations and they have failed to reach an agreement. Explain FIVE reasons that may have led to failure of the negotiation. (10mks)
- b) A good negotiation can leave both parties fulfilled. Discuss FIVE stages of negotiation as per communication policy. (10mks)
15. a) Discuss FIVE critical listening levels that can be employed while communicating at workplace. (10mks)
- b) JJ has always been late in meeting deadlines of tasks allocated. Advise him on FIVE steps he would follow when setting work priorities (10mks)
16. a) You have been appointed as a team supervisor in a construction firm. Explain FIVE roles that you would play. (10 mks)
- b) Discuss FIVE Ways of collecting and analyzing feedback in an organization (10mks)