VISION AND LEGACY DEPARTMENT

UWLD 402: LIFE MANAGEMENT SKILLS

LEVEL 400

JULY 2015

ONE HOUR

Instructions: Follow the instructions under each section. Enter all your correct options in the summary answer sheet on the last page of this booklet.

STUDENT ID NO........................................................Signature...................................
Date.................................................................Session...........................................Campus.........................

Lecturers: Mr. Derek Oppong, Mr. Bright Addy, Mrs. Bernice Essien, Mr. Benjamin Amoah, Rev. Dr. Cephas Narh, Dr. Peter C. Okantey, Rev. Aaron Adjei
INSTRUCTIONS

Write the Correct Answer Option on the Answer Sheet Provided on the last Page

Section A (20 Marks)

Answer All Questions in this Section

CASE STUDY

The following is an extract from an interview. Candidates were asked certain questions and they provided these answers. Read the following scenario and answer the questions following.

Tell us about yourself

I was born about 25 years ago. My parents were very good business entrepreneurs who set up a big company. My primary and elementary school years were rough, but I managed to go through to secondary school where I chose science to satisfy my parents. Later I changed to do business. I continued with business at the university and graduated with a Bachelors of Science in Business Administration. I can do the job when given the position. I have read a lot about how to keep your position in an organization when hired. Many people have predicted that I will be a good business manager and I can own my company one day. I am single but hope to marry in the next 3 years when I get this job.

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<td>What do you consider to be your strengths?</td>
<td>A good look at my resume shows that I have worked in many places before applying for this job. I can do more than one thing at a time and do them well to the extent that when I leave a particular job, my employers still look for me. In one of the companies, I came close to winning the worker of the year award. I was one of the three nominees for the award. I am hard-working and know how to obey my superiors in whatever situation I find myself.</td>
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<td>What about you might cause you to lose this job after you are hired?</td>
<td>Like all humans, I do have my weaknesses. Two immediately come to mind. First, I tend to have little tolerance for people who don't work at the same pace as me. They get on my nerves and sometimes we have exchanges of words; but I'm learning to manage this. I make sure that I explain myself well and try to understand their personal limitations and work with them. I am visiting my counselor to help me overcome intolerance. Second, I have difficulty getting organized at times and I get my whole day messed up. I am fully aware of this and make sure I update my calendar as soon as I have a new task or appointment, this is helping me a lot.</td>
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<td>Why did you leave your previous employer</td>
<td>Well I learned in my life development classes not to say nasty things about my previous employers so I would not comment much about that. I just felt that I needed a good place like your company where my dignity and worth will be more appreciated. The other reason for my leaving was that I</td>
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wanted a job close to my house where transportation would not be a problem. Spending a lot on transportation would leave me with very little for my other needs

How much are you expecting from this position by way of salary? I particularly do not expect much since this is my first employment, but I would like to be paid the same as my colleagues working in other companies in a similar position. I think I deserve to be well-compensated, anyway and I am sure this company does well paying its staff so I know I don’t have a problem with salary

1. What did the applicant say that would impress the panel in him? [1]
   a) That he holds a bachelor’s degree in Business.
   b) That his parents were entrepreneurs.
   c) The predictions made by several people about him.
   d) None of the above.

2. How could he have responded if he had no working experience [2]
   a) Make a firm promise that he would do well when hired.
   b) Refer to times he spent in the parents’ business if he did.
   c) He should have never mentioned that at all.
   d) He should have mentioned some of the ideas he read about prior to the interview.

3. Which of the following could he have included in telling about himself? [1]
   a) What vision he has been pursuing for his life.
   b) How this job fits in your short-term goals of his vision.
   c) An experience he acquired as a student, relevant to the position.
   d) All of the above.

4. Which of the following represents a strength he described well? [2]
   a) That he has worked in many places.
   b) That he almost won the worker of the year award in one of his work places.
   c) That he had multitasking ability.
   d) Not clear from the response he gave.

5. His response to the question about strengths shows that ……
   a) he had only one identifiable strength.
   b) his strengths can be inferred from his previous employments.
   c) his response contradicts the earlier statement that he does not have much working experience.
   d) he stands a chance of being hired.

6. Which of the questions was best answered by the applicant?
   a) Tell us about yourself.
   b) What do you consider to be your strengths?
   c) What are your weaknesses?
   d) Why did you leave your previous employer?

7. What was wrong about the response to the previous employer question?
   a) He ended up speaking evil about his previous employer.
   b) That he needed a job close to his house.
   c) All his responses.
d) That he did not want to spend too much on transportation.

8. The following best describes his responses about salary.
   a) He was being considerate about the company so he wanted to be reasonable about salary.
   b) He was conscious of the salary paid to other people working in a similar position.
   c) He does not seem to have the appropriate information to give a good response.
   d) He did the best he could under the circumstances.

9. The following could be said about this applicant except ……
   a) he does not have adequate information about the organization.
   b) he does not have adequate information about the position for which he is being interviewed.
   c) it is not clear what position he is applying for.
   d) he does not have the basic educational qualification for the job.

10. What would you consider the possible decision of the panel?
    a) The applicant may be offered the job unconditionally.
    b) The applicant may be denied the position.
    c) The applicant may be hired conditionally.
    d) It cannot be inferred from the interview.

Section B (40 Marks)

Answer All Questions in This Section

11. One of the following is not a reason for which an individual needs a mentor,
    a) Mentors have a wealth of experience.
    b) Mentors control your behavior.
    c) Mentors normalize struggles of mentees.
    d) Mentors provide guidance

12. The following are ways a mentee chooses a mentor except…
    a) know yourself.
    b) personality factor.
    c) having a mentor as a dictator.
    d) mentor’s experience.

13. The following are qualities of a good mentor except…
    a) being Authentic.
    b) being personally involved.
    c) Listening.
    d) not learning and growing.

14. One of the following transpires at a first meeting between a mentee and a mentor.
    a) Identification of goals for the Relationship.
    b) Mentors provide guidance.
    c) Know yourself.
    d) Mentors normalize struggles of mentees.
15. Stress refers to one of the following.
   a) The feeling that comes when you are being stopped from reaching your goals.
   b) It occurs when a motivated drive is blocked before a person reaches a desired goal.
   c) An unpleasant feeling of fear.
   d) Physiological and emotional response to a significant change.

16. One of the following causes frustration
   a) Something damaging.
   b) Managing family.
   c) Nervous tension.
   d) Perfection.

17. Triggering agents of stress are known as ........
   a) perceived control.
   b) stressors.
   c) hostile.
   d) cognitive appraisal.

18. Effects of stress can be grouped under the following except ........
   a) cognitive.
   b) physical.
   c) psychological.
   d) behaviour.

19. Closing a business is nothing to be ashamed of if you ________.
   a) learn something from the experience
   b) are on vacation in Jamaica
   c) have a partner
   d) are a corporation

20. A(n) ________ is a company’s plan to generate revenue and make a profit from operations.
   a) business plan
   b) marketing plan
   c) analysis
   d) business model

21. Bankers and other potential investors will often refuse to see an entrepreneur who does not have a ________.
   a) complete business plan.
   b) sales forecast.
   c) resumé.
   d) marketing plan.

22. Writing a business plan can ensure that you ________.
   a) achieve your expense projections.
   b) figure out how to make your business work.
   c) meet your target revenue goals.
d) make a profit.

23. __________ include reports to document progress, demonstrate compliance, and monitor and control operations.
   a) Informational reports
   b) Market analysis reports
   c) Due diligence reports
   d) Troubleshooting reports

24. Kathy has just completed primary research for the company's pilot product, "Jovial Jingles." Her manager has asked her to include secondary research information as well. For this, she should include ________ .
   a) information from research conducted only on specified core customers.
   b) information sourced from magazines, newspapers, public websites, books, and other reports.
   c) information from her review of the primary research.
   d) information from the repetition of the primary research and compare results.

25. Which of the following in your curriculum vitae sells you best?
   a) Personal information, including contact information.
   b) Educational information showing details of qualifications with dates.
   c) Details of work experience, including positions you held and the types of jobs you did in the position.
   d) Names of at least three referees: academic, personal, work-related.

26. Summarizing is similar to paraphrasing but ________ .
   a) it is generally used to conclude the document.
   b) it distills content to fewer words.
   c) it focuses only on relevant examples.
   d) it provides more details than conclusions.

27. What is the significance of the financial life cycle?
   a) To help you to compare your situation with other people's situation.
   b) To better understand how your financial needs will most likely change over time.
   c) To allow you to be more proactive in dealing with expected changes in the future and take steps today to prepare for them.
   d) Both B and C are significant aspects of the financial life cycle.

28. In order for your financial plan to be realistic and attainable it needs to be based upon your
   a) budget.
   b) income level.
   c) number of tax deductions, exemption, exclusions, and credits.
   d) none of the above.

29. Personal financial planning can help you to ______ .
   a) deal with unplanned health issues.
   b) minimize your chances of personal bankruptcy.
   c) have enough money for a comfortable retirement.
d) all of the above.

30. After retirement starts, which aspect of financial planning becomes paramount?
   a) Maintaining a regular pattern of saving.
   b) Long-term borrowing commitments.
   c) Estate planning.
   d) Effects of inflation.

31. When you wrote about your company, the portion of the document that gives a short
    overview of the entire business plan that provides all that needs to be known about the
    company is usually known as the
   a) executive summary.
   b) appraisal credentials.
   c) future projections of the company.
   d) business distinctive.

32. If you engage in discussions involving size of the industry, growth rate, sales projections,
    industry structure, etc., the practice could best be described as ..............
   a) industry reconnaissance.
   b) industry analysis.
   c) industry evaluation.
   d) industry start-up considerations.

33. Which of the following is most unlikely to constitute a reason for people to start up their own
    businesses? The desire to .......
   a) take care of their extended families.
   b) be their own boss.
   c) pursue their own ideas.
   d) make a lot of money.

34. A business opportunity is an idea, and ________.
   a) it is attractive to suppliers
   b) it may have marginal performance in your business environment
   c) it has a limitless window of time to work within
   d) it is attractive to customers and will work in your business environment

35. The best business opportunities often combine both ________ and ________.
   a) extreme luck/chance
   b) luck/sales skill
   c) sales/marketing
   d) internal/external factors

36. A(n) ________ is a plan for how a business intends to go about its own performance and
    outdo that of its competition.
   a) strategy
   b) model
   c) opportunity
   d) all of the above.
37. The physiological and emotional responses to a significant or unexpected change or disruption in one’s life is termed as ........
   a) anxiety.
   b) fear.
   c) frustration.
   d) stress.

38. Health can be divided into two broad aspects namely ....
   a) environmental and emotional health.
   b) mental and environmental health.
   c) mental and physical health.
   d) physical and environmental health.

39. All the following are qualities of a good mentor except that the mentor should be someone who ........
   a) takes a personal interest in the mentoring relationship.
   b) shows high level of Intelligent quotient (IQ).
   c) practices what he/she “preaches”.
   d) genuinely listen to concerns and not eager to get conversation over.

40. Professional issues that often arise in mentoring relationships include
   a) ethical and goal achievement concerns
   b) financial and ethical concerns
   c) strategic and economic concerns
   d) strategic and moral concerns

41. Which of the following is not true about mentor-mentee relationship?
   a) Mentors facilitate mentees’ progress.
   b) Mentors get mentees connected.
   c) Mentors provide guidance for mentees.
   d) Mentors provide start-up capital for mentees.

42. Which of the following is the most appropriate way to respond to a question about how much you expected to be paid during the interview?
   a) Quote a figure you know the company is in a position to pay you for your services.
   b) Humbly answer by saying “I’ll accept whatever you offer me.”
   c) Find what is paid to officers working for the same position in other work places and use that as a guide.
   d) Do not mention any amount that will make you lose the position.

43. What is considered the first step towards entering the job market?
   a) Having a good education.
   b) Having the technical knowledge and information for jobs.
   c) Knowing yourself very well.
   d) Knowing the managing directors of the companies out there.
44. Which of the following information is critical to looking for a job?
   a) My personality
   b) My vision, mission and goals for life
   c) My strengths and weaknesses
   d) All the above

45. Which of the following constitutes a sure way to prepare for an interview?
   a) Knowing certain individuals in the organization you want to work in.
   b) Having adequate information for the organization you want to work with.
   c) Having a previous experience with the organization you want to work with.
   d) Knowing the products marketed by the organization you want to work in.

46. The following are critical to a successful interview except ........
   a) knowing the requirements of the job for which you are interviewing.
   b) anticipating some of the questions to be asked during the interview.
   c) arranging a mock interview with your parents.
   d) being in the best frame of mind during the interviewing process.

47. If you are planning to enter the world of work in the next two years, which of the following skills do you think you should develop in readiness to be hired?
   a) Flexibility and adaptability to changing situations.
   b) Communication skills.
   c) Problem-solving skills.
   d) All the above.

48. What is the most appropriate way to market yourself pending entering the world of work?
   a) Writing a very good application.
   b) Writing a very good curriculum vitae.
   c) Doing an internship with the company you are interested in working with.
   d) Having someone who knows you introduce you to the Managing director.

49. Most employers can handle the following except ......
   a) find constructive ways to deal with a problem.
   b) give very good reasons for not meeting a deadline.
   c) find opportunities to serve difficult customers.
   d) being away from your job with a doctor’s excuse duty form.

50. One major preparation to make as you plan to search for jobs is to...
   a) send as many applications as possible to employers.
   b) write a good resume/curriculum vitae.
   c) review the principles of your perceived career opportunity and find ways to make them practical when you get a job.
   d) study the trends in job opportunities, taking note of what each opportunity offers and make comparisons.
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