

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF COMMERCE  
DEPARTMENT OF BUSINESS MANAGEMENT  
DIPLOMA IN MANAGEMENT  
PERSONAL EFFECTIVENESS AND ETHICS – MDP 2003**

**FINAL EXAMINATION - JUNE 2007  
TIME ALLOWED 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

- *Answer any four questions.*
  - *Questions can be answered in any order.*
  - *All questions carry 25 marks.*
  - *As much as possible, use relevant examples.*
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**Question 1**

One of the biggest time-wasters is “drop-in-visitors”. What strategies would you use to handle drop-in visitors? **[25 marks]**

**Question 2**

Procrastination is one of the main reasons why we don't perform to our full potential. What strategies would you employ to deal with procrastination? **[25 marks]**

**Question 3**

You have been invited by the NUST Management Society to give a speech at its monthly luncheon entitled: “How to become a better decision maker”. Write your speech in full. **[25 marks]**

**Question 4**

What should you do to make sure that the orders you give to your staff are clearly understood and carried out to the letter? **[25 marks]**

**Question 5**

- (a) How can you become a more effective manager by becoming more assertive? [13 marks]
- (b) How would you go about gaining staff commitment? [12 marks]

**Question 6**

As a manager, what would you do to avoid causing conflict between yourself and your staff? [25 marks]

**Question 7**

Discuss strategies that can be used by a manager to manage a crisis in the work place. [25 marks]

**END OF PAPER: GOOD LUCKY!!!**