



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF LEADERSHIP, BUSINESS AND TECHNOLOGY
END OF SEMESTER EXAMINATION FOR DIPLOMA IN
LEADERSHIP MANAGEMENT

MAY- AUGUST 2019

CAMPUS: ROYSAMBU
DEPARTMENT: LEADERSHIP AND GOVERNANCE
COURSE CODE: DLM203
CAMPUS: ROYSAMBU
COURSE TITLE: DEVELOPING AND LEADING TEAMS
EXAM DATE: THURSDAY 8TH AUGUST 2019
TIME: 5:30PM-7:30PM
DURATION: 2 HOURS

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write **ONLY** your **student number** on the answer booklet provided.
- This exam script has **TWO (2)** sections.
- Answer **ALL** questions in Section **A** and any other **THREE** questions in Section **B**.
- *ALL PAC University's examination rules and regulations apply*

Section A: Answer ALL questions in this section

- Q1.**a) State and explain **two** characteristics of a Team Leader. (4 marks)
- b) Explain **three** benefits of working with teams. (6 marks)
- Q.2.**a) identify and explain **three** characteristics of high -performing teams (6 Marks)
- b) Explain two benefits of coaching in an organization (4 marks)
- Q.3.**Describe the **five** ways of managing conflicts in an organization (10 Marks)

Section B: Answer any THREE question in this section

- Q4.** a) Define the following terms:
- i. Team (1 Mark)
 - ii. Conflicts (1 Mark)
 - iii. Monitoring (1 Mark)
 - iv. Functional teams (1 mark)
- b) Describe **Four** observable differences between “Working Groups” and “Teams” (4 Marks)
- c) Explain **two** characteristics on ineffective teams (2 Marks)
- Q5.** Briefly explain the stages of team formation (10 Marks)
- Q6.** a) Many organizations hire leaders based on their skills and experience alone. Discuss (5 Marks)
- b) State and explain sources of organizational conflicts (5 marks)
- Q.7.** a) The XYZ company has won a tender with Kisumu county government to supply textbooks to all government sponsored high schools next term. Time factor is to be considered and the need to have an effective team is critical. You have been consulted to give advice on key factors required to have an effective team. Discuss. (8 Marks)
- b) Explain the difference between Cross functional teams and Virtue teams (2Marks)
- Q8.** Meetings are meant to be the engine of productivity in the workplace. Unfortunately, many meetings end up being the exact opposite of productivity.
- a) Explain the importance of holding a successful meeting (5marks)
 - b) Explain the process of preparing for an effective meeting (5marks)