



CILT INTERNATIONAL CERTIFICATE IN BUSINESS APPLICATIONS

Course : **Business Applications**
Code : **M2-L3**
Date : **29 September 2021**
Duration : **2.30 hours**

Instructions to candidate:

1. Answer any five questions
 2. Start each question on a new page.
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Question 1

Examine any five (5) personal and psychological barriers to effective delegation.
(20 marks)

Question 2

Discuss any four (4) differences between leadership and management.
(20 marks)

Question 3

Examine the four (4) types of situational leadership style.
(20 marks)

Question 4

Discuss the following aspects of 21st century leadership

- a) Strategic leadership
- b) Emotional intelligence

(10 marks)

(10 marks)

Question 5

Discuss any four (4) areas covered during employee induction.

(20 marks)