MALAWI SCHOOL CERTIFICATE OF EDUCATION (MSCE)

SIMPLIFIED

LIFESKILLS

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Forward

The Malawi School Certificate of education (MSCE) Simplified Life Skills has been designed to make Life Skills easy to study and use for teaching. This means that it is user friendly to both the teachers and students as it directly outlines the main topics and sub topics of the Life Skills course. It is my sincere hope that you are going find the document simple to use while preparing for Malawi National Examination Board examinations.

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CHAPTER 1: THE IMPORTANCE OF SELF AWARENESS

MEANING OF SELF AWARENESS

Self awareness means knowledge of one self in terms of your strengths, weaknesses, feelings and emotions.

IMPORTANCE OF SELF AWARENESS

- ❖ We feel good about ourselves
- ❖ We are responsible for ourselves

GROWTH AND DEVELOPMENT

The changes that take place in your body turn to be physical, emotional and mental in nature.

CHANGES TAKING PLACE IN BOYS

- ❖ Increase in body height
- ❖ Development of pubic hair
- ❖ broadening of shoulders and chest
- ❖ growth of facial hair
- ❖ deepening of voice
- ❖ growth of hair under arms
- ❖ pimples appearing on the face
- ❖ penis and testes growing bigger
- ❖ sperm production and wet dreams

CHANGES TAKING PLACE IN GIRLS

- ❖ Increase in body height
- ❖ Growth of hair under arms
- ❖ Development of breasts
- ❖ Growth of pubic hair
- ❖ Pimples develop on the face
- ❖ Ovaries get enlarged
- ❖ Ova(egg cells) develop in the ovaries
- ❖ Menstruation begins
- ❖ Enlargement of labia and clitoris

THE EMOTIONAL AND MENTAL CHANGES THAT TAKE PLACE IN BOTH BOYS AND GIRLS

- ❖ Sexual curiosity (Desire to know more about sexual organs especially of opposite sex).
- ❖ Keep on reading books concerning sex and other social activities
- ❖ Desire to have sexual intercourse
- ❖ Shyness which is more in girls than boys
- ❖ Development of self consciousness
- ❖ Mental tension and anxiety
- ❖ Concern about their facial appearance
- ❖ Desire for independence from adults
- ❖ Rebellious attitudes such as rudeness, short temperedness and quarrelsome behavior
- ❖ Choice of companions
- ❖ Feeling of love or hate.

CHAPTER 2: BUILDING SELF ESTEEM

Self esteem refers to the way we feel about ourselves.

FACTORS THAT LOWER OR RAISE SELF ESTEEM

a. LOWERING SELF ESTEEM
- ❖ Lack of recognition by peers and others
- ❖ Poor upbringing
- ❖ Negative comments
- ❖ Lack of self confidence

b. RAISING SELF ESTEEM
- ❖ Positive comments
- ❖ Recognition of ones achievements
- ❖ Acceptance by others
- ❖ Recognition of one's uniqueness
- ❖ Self confidence.

IMPORTANCE OF SELF – ESTEEM

High self esteem tends to encourage positive health choices and behavior where as low self esteem usually leads to unhealthy behaviours.

CHARACTERISTICS OF LOW SELF ESTEEM

- ❖ Laziness
- ❖ Aggressiveness
- ❖ Anger
- ❖ Negative attitude
- ❖ Uncaring
- ❖ Rudeness
- ❖ Depression
- ❖ Boredom
- ❖ Withdrawal
- ❖ Irresponsibility
- ❖ Pessimism

CHARACTERISTICS OF HIGH SELF ESTEEM

- ❖ Enthusiasm
- ❖ Ambition
- ❖ Optimism
- ❖ Cooperation
- ❖ Respect for self and others
- ❖ Kindness
- ❖ Sense of humour
- ❖ Responsibility

CHAPTER 3: STRESS AND ANXIETY

Stress is the body's response to physical or mental demands or pressure.

The physical and mental demands are called stressors

PHYSICAL STRESSORS

- ❖ Hunger
- ❖ Thirst
- ❖ Cold
- ❖ Feeling tired

MENTAL/EMOTIONAL STRESSORS

- ❖ Worry about examination, money, poor health or problems in relationships.

SIGNS OF STRESS

- ❖ Headaches
- ❖ A short temper and over – reacting to trivial things
- ❖ Constant tiredness
- ❖ Difficulty in concentrating and inability to finish tasks which have been started
- ❖ Difficult in relaxing
- ❖ Feeling tense
- ❖ Chest pains and rapid heartbeat
- ❖ Uncontrolled emotions such as frequent crying
- ❖ Indigestion and persistent diarrhea
- ❖ High blood pressure
- ❖ Depression

SITUATIONS WHICH MAY LEAD TO STRESS AND ANXIETY

- ➢ Child abuse
- ➢ Rejection
- ➢ Bullying
- ➢ Insecurity
- ➢ Academic failure

WAYS OF MANAGING STRESS AND ANXIETY

- • Having enough rest
- • Playing games
- • Seeking counseling
- • Jogging
- • Listening to music

WARNING SIGNS OF STRESS AND ANXIETY

- ▪ Forgetfulness
- ▪ Loss of appetite

- Lack of sleep
- Increased drug and substance abuse
- Loss of direction

EFFECTS OF STRESS AND ANXIETY

- ➢ Social maladjustment
- ➢ Delinquency
- ➢ Violence
- ➢ School drop out
- ➢ Mental break down

CHAPTER 4: LEADERSHIP IN A DEMOCRATIC SOCIETY

Democracy is a system of government that is run by people's representatives who are regularly elected.

DEMOCRATIC VALUES

- Participation
- Rule of law
- Accountability

ROLES OF LEADERS AND CITIZENS IN A DEMOCRATIC SOCIETY

- Members of parliament make laws for the country
- Ward councilors initiate development activities at local level
- Citizens pay tax and obey roles of the country and participating in development activities.

QUALITIES OF GOOD LEADERS AND CITIZENS IN A DEMOCRATIC SOCIETY

- Impartial
- Honest
- Humble
- Tolerant
- Transparent
- Accountable

PROBLEMS ASSOCIATED WITH DEMOCRACY

- Destruction of property
- Delinquency

CHAPTER 5: MORALITY IN SOCIETY

CORE VALUES AND ETHICS OF MALAWIAN SOCIETY

- Respect for life and human dignity
- Respect for leaders and elders
- Respect for women
- Obedience
- Generosity
- Love
- Cooperation
- Humility
- Honesty
- Diligence
- Trustworthiness
- Unity

MORAL THEMES CARRIED BY OTHER MORAL AND ETHICAL VALUES

- Good and evil
- Boastfulness and modesty
- Obedience and indiscipline
- Good and bad friends
- Justice and unfairness

FACTORS AFFECTING CORE VALUES AND ETHICS

- Your level of education
- Association with your peers
- The community in which you are brought up
- Type of your family
- Your religion
- Type of government and its laws

FACTORS WHICH CAN INFLUENCE PEOPLE'S BEHAVIOUR

- ❖ Community
- ❖ School
- ❖ Rules
- ❖ Religion
- ❖ Government laws
- ❖ Education
- ❖ Peer pressure

DILUTION AND EROSION OF VALUES AND ETHICS IN SOCIETY

- ✓ Drug abuse
- ✓ Alcohol
- ✓ Rape
- ✓ Thefts
- ✓ Rebellious attitudes towards authority
- ✓ Violence
- ✓ Child sexual abuse
- ✓ Harassment
- ✓ Vandalism

SOLUTIONS MORAL HEALTH IN MALAWI

- Practicing self control
- Assertiveness
- Self discipline
- Refraining from all immoral behavior

SITUATIONS IN MORAL AND ETHICAL DILEMMAS

- Human needs and happiness
- Freedom and ability to choose nationality
- Difference of cultures rather than religious beliefs

CHAPTER 6: ACCESS TO SOCIAL SERVICES

SOCIAL SERVICE AVAILABLE IN A SOCIETY

- Religious institutions
- Health centres
- Schools
- Markets
- Community centres

THE IMPORTANCE OF SCOIAL SERVICES

- Channels of communication, education, information, good health and sexual and reproductive health
- They help to reduce poverty
- Eradicate illiteracy,
- Provide entertainment,
- Promote tolerance and empathy in the community

PROBLEMS ASSOCIATED WITH SOCIAL SERVICES

- In adequate teaching and learning materials
- Inadequate medicines and human resources
- Mismanagement by both providers and beneficiaries

PERSONAL RESPONSIBILITY IN SOCIAL SERVICES

Each and every person, young or old, male or female has a role to play in ensuring the sustainability of the social services in the community since they are good for the entire community.

CHAPTER 7: GLOBALISATION AND RAPID URBANISATION

Globalization refers to the socio economic trend whereby countries in the world are becoming closely interconnected through e – mail and internet e.t.c.

Urbanization is the movement of people from rural to urban area in search for employment and other social services.

EFFECTS OF URBANISATION

- ❖ High unemployment levels in cities due to high population leading to high level of crime and prostitution.
- ❖ Housing problems in cities of Blantyre and Lilongwe

GLOBALISATION

The process by which the countries are being interconnected creating a global village.

IMPORTANCE OF GLOBALISATION

- It has facilitated the expansion of trade between countries because of removal of barriers.
- Creation of jobs and wealth for people.

CHAPTER 8: IMPROVING THE QUALITY OF EDUCATION

FACTORS AFFECTING THE QUALITY OF EDUCATION

- Poor physical facilities
- Inadequate teaching and learning materials
- Poorly trained teachers
- Irrelevant curricula
- Overcrowding
- Indiscipline cases

SOLUTIONS TOWARDS THE IMPROVEMENT OF THE QUALITY OF EDUCATION

- Provision of adequate teaching and learning materials
- Provision of adequate training of education personnel
- Developing relevant curricula
- Good use of libraries

IMPROVIGN THE QUALITY OF EDUCATION

- Provision of adequate teaching and learning resources
- Appropriate infrastructure
- Well trained teachers and development of relevant curricula
- Hard work of teachers and students
- Good salaries to educational personnel

CHAPTER 9: FREEDOM OF EXPRESSION

Freedom of expression is whereby people are free to speak and write on matters which affect their lives and the nation.

IMPORTANCE OF FREEDOM OF EXPRESSION

People are provided with a chance to criticize freely and speak on government policies

PROBLEMS ASSOCIATED WITH FREEDOM OF EXPRESSION

- Misuse of it by other people to achieve their objectives
- Some media houses spreading false stories or rumors about some personalities.

CHAPTER 10: THE MEDIA

FORMS OF MEDIA

- ❖ Computers
- ❖ Television
- ❖ Newspapers
- ❖ Radios

Newspapers and magazines are forms of print media while radio and television are examples of electronic media.

Newspapers are cheaper but good to literate people than a radio which is expensive but it has wider audience

THE IMPORTANCE AND IMPACT OF MEDIA

- It is a source of information about local, national and international events
- It can used to stimulate social and economic development
- It provides and promotes good governance

POLICY GUIDELINES IN MEDIA

The journalists are supposed to follow the policy guidelines when doing their job.

CHAPETR 11: GROWTH AND DEVELOPMENT

PHYSICAL CHANGES TAKING PLACE DURING PUBERTY

- ➢ Masculine features such as beards in boys
- ➢ Girls develop breasts

PROBLEMS ASSOCIATED WITH GROWTH AND DEVELOPMENT

- Pre marital sex
- Drug and substance abuse
- Crime leading into problems like contracting HIV/Aids

RESISITING PEER PRESSURE

Peer pressure can be resisted by acquiring assertive skills so that you are not easily driven by the wishes of your friends.

CHAPTER 12: SOCIAL RESPONSIBILITES

Responsibilities towards people with different needs. e.g. the sick, poor, the rich, orphans e.t.c.

SOCIAL RESPONSIBILITIES IN THE COMMUNITY

Caring for the needy people, sharing resources and ensuring that there is gender equality in the society i.e. material, financial and human resources.

THE IMPORTNCE OF SOCIAL RESPONSIBILITIES

- ✓ They promote cooperation among the members of the society
- ✓ Enable people to get the help they need from others.

NNEDY PEOPLE IN SOCIETY

- People living with HIV/Aids
- The aged
- ➢ The orphans
- ➢ The sick
- ➢ The physically challenged
- ➢ The poor

CARING FOR THE NEEDY PEOPLE

Needy people need others to care for them. caring for the needy is part of our social responsibilities. They include providing emotional, spiritual, moral and physical support.

CHAPTER 13: CULTURAL PRACTICES AND HIV/AIDS

HARMFUL CULTURAL PRACTICES

- Fisi (Hyena)
- Male circumcision
- Female circumcision
- Tattooing for beautification or administration of charms
- Widow inheritance (Chokolo)
- Death cleansing (kuchotsa kufa)

HELPFUL CULTURAL PRACTICES

1. Abstinence
2. Delaying sexual intercourse
3. Maintaining virginity before marriage.

IMPACT OF HIV/AIDS ON THE COMMUNITY

- Retards development
- Orphan hood
- Pressure on medical resources

SOLUTIONS TO THE IMPACT OF HIV/AIDS

- Orphan cares
- Civic education on HIV/Aids to people in the communities

CHAPTER 14: RESOURCE MANAGEMENT

Resource management is the wise use of the available resources in a way that maximum benefit is derived from them in efficient, effective and sustainable manner.

RESOURCES IN THE COMMUNITY

- Trees
- Grass
- Soils e.t.c.

EFFECTS OF MISMANAGING RESOURCES

- Low crop production
- Scarcity of timber used in construction work

WAYS OF MANAGING RESOURCES

- Reuse
- Reduced or controlled use
- Recycling
- Use of alternative resources

CHAPTER 15: RESOLVING CONFLICTS

A conflict is a disagreement between two people or a group of people.

SITUATIONS LEADING TO CONFLICTS

- Drunkenness in the family
- Lack of respect for one another
- Insecurity
- Lack of tolerance and patience

EFFECTS OF CONFLICTS

- ❖ They may lead to war which may result to damage of infrastructure, Death of people and property.
- ❖ Displacement of people and become refugees
- ❖ Destruction of interpersonal relationships
- ❖ It can cause violence and delinquency in people
- Disintegration of families.

SOLUTIONS TO CONFLICTS

- Negotiation
- Dialogue
- Mediation
- Arbitration

IMPORTANCE OF RESOLVING CONFILCTS

- To prevent a lot of injury
- To destruction of property

CHAPTER 16: INTEGRITY IN ENTREPRENEURSHIP

Integrity in entrepreneurship means being honest, sincere and transparent for one who undertakes an enterprise or business.

PEOPLE INVOLVED IN ENTREPRENEURSHIP

- ❖ Producers
- ❖ Middle persons
- ❖ Consumers
- ❖ Buyers
- ❖ Sellers
- ❖ Employers
- ❖ Contractors

ACCEPTABLE AND UNACCEPTABLE TYPES OF ENREPRENEURSHIP

UNACCEPTABLE

- Prostitution
- Smuggling
- Money laundering
- Drug trafficking e.t.c.

ACCEPTABLE

- Farming
- Fishing
- Craft and Design
- Plumbing
- Tailoring
- Bakery e.t.c.

EFFECTS OF MORALLY UNACCEPTABLE ENTREPRENEURSHIP

- Risks to contracting HIV/Aids and other STIs
- Imprisonment
- Conflict in the family
- Depletion of the resources
- Risks to the lives of innocent people

POSSIBLE SOLUTIONS TO UN ACCEPTABLE ENTREPRENEURSHIP

- ➢ Practicing self control
- ➢ Rule of law
- ➢ Avoid corruption
- ➢ Fairness and honesty
- ➢ Arresting the offenders

IMPORTANCE OF INTEGRITY AND HARK WORK ENTREPRENEURSHIP

- People have succeed in business and help to create a good name in the society
- Enhances good human relationships.
- A person makes a lot of profit
- A person portrays virtues of love, justice and honesty.
- He/she is trusted by people
- A person portrays virtues of prudence, fortitude and temperance
- People with integrity become respected, trusted and lead a happy life.
- People with integrity have more customers.

PROBLEMS RELATED TO INTEGRITY IN ENTREPRENEURSHIP

- Taking risks of being honest, trustworthiness and losing relationships
- Those involved in entrepreneurship may become corrupt
- Those who would live in entrepreneurship may suffer for welfare of others.

PART TWO

CHAPTER 17: BUILDING SELF ESTEEM

Self esteem is the way we feel about ourselves i.e. a person can have high or low self esteem.

CHARACTERISTICS OF HIGH SELF ESTEEM

- ✓ Enthusiasm
- ✓ Optimism
- ✓ Ambition
- ✓ Cooperation

- ✓ Sense of humour
- ✓ Respect for self and others
- ✓ Kindness and responsibility

CHARACTERISTICS OF LOW SELF ESTEEM

- ❖ Pessimism
- ❖ Laziness
- ❖ Aggressiveness
- ❖ Boredom
- ❖ Irresponsibility
- ❖ Uncaring
- ❖ Rudeness
- ❖ Anger
- ❖ Negative attitude

RESULTS OF LOW SELF ESTEEM

- Poor performance and indiscipline at school
- Conflicts and succumbing to peer pressure in relationships
- Low productivity
- Laziness at work

RESULTS OF HIGH SELF ESTEEM

- Good performance
- Self confidence
- High productivity
- Hard work
- Successful relationships

CHAPTER 18: MANAGING STRESS AND ANXIETY

SITUATIONS THAT MAY LEAD TO STRESS AND ANXIETY

- ❖ Overworking
- ❖ Poor health
- ❖ Starting and leaving school
- ❖ Poor relationships
- ❖ Examinations
- ❖ Interviews
- ❖ Getting a new job
- ❖ Unemployment
- ❖ Overcrowding
- ❖ Inability to bear children
- ❖ Not having money

- ❖ Poor and unsafe woring conditions
- ❖ Too much or too little responsibility
- ❖ Lack of promotion
- ❖ Death of the loved one
- ❖ A new teacher
- ❖ Family problems
- ❖ Social isolation

EFFECTS OF STRESS AND ANXIETY

- Mental anxiety and confusion
- Heart failure
- High blood and ulcers
- Shoplifting
- Child beating
- Depression
- Suicide

MANAGING STRESS AND ANXIETY

- Eating well
- Having plenty of rest (relaxing properly, mentally and physically)
- Having adequate exercises each day
- Sleeping well
- Having a positive attitude to your problems

CHAPTER 19: GROWTH AND DEVELOPMENT

SEXUALITY PROBLEMS ASSOCIATED WITH TEENAGERS

- Early sex
- Unplanned pregnancies
- Sexually transmitted infections (Diseases) including HIV/Aids

EFFECTS OF SEXUALITY PROBLEMS

- School drop out and adverse health conditions among school girls
- Sexual experimentation among the youth render them vulnerable to STIs

SOLUTIONS TO SEXUALITY PROBLEMS

- Abstinence
- Use of condoms

CHAPTER 20: CHOICE OF MARRIAGE PARTNERS

PROBLEMS IN A BOY – GIRL RELATIONSHIP

The major problem is that when a boy and a girl are in love they think of having sexual intercourse as a way of shoeing love to each other without knowing that love is more than sex.

ADVANTAGES OF PRACTISING ABSTENENCE BEFORE MARRIAGE

- It is the only 100 percent safe way of protecting yourself from pregnancy and sexually transmitted infections (STIs) including HIV/Aids
- You can concentrate on education and plan your future
- There is no danger of being emotionally hurt or used
- You have the chance to enjoy yourself with friends without tying yourself up in a sexual relationship
- Sex is valued as a special thing that should only be done with your spouse and if you keep to this value, you will feel happy for the rest of your life.

QUESTIONS THAT A BOY AND GIRL ARE SUPPOSED TO ASK EACH OTHER BEFORE THEY MARRY

1) Do you have similar cultural and religious backgrounds?
2) Do you have common interests?
3) Are your goals similar?
4) How will you support each other?
5) Where are you going to live?
6) Do you want children? If so how many?
7) Are there advantages in delaying the marriage for a while? If so, what are they?
8) Do you get along with each other's family?

THE IMPORTANCE OF ABSTINENCE

- Abstinence leads into being protected from sexually transmitted infections
- It's a good background of your marriage

QUALITIES OF A MARRIAGE PARTNER

- Love
- Trust
- Respect
- Gentleness
- Faithfulness
- Honesty
- Caring
- Cheerfulness
- Sexual attraction

CHAPTER 21: COMMUNICATION IN THE GLOBAL VILLAGE

Communication is defined as a process use to exchange information, ideas or feelings.

MODES OF COMMUNICATION

➢ Newspapers
➢ Magazines
➢ Books
➢ Letters
➢ Radio
➢ Television
➢ Films/Video
➢ Fax
➢ Telephone
➢ Telex
➢ e – mail
➢ The Internet

IMPORTANCE OF THE MODES OF COMMUNICATION

- For information
- For education
- For entertainment

PROBLEMS ASSOCIATED WITH THE MODES OF COMMUNICATION

- Inaccessibility
- Lack of funds
- Lack of electricity
- Backward technology

CHAPTER 22: THE MEDIA

BIAS IN MEDIA

- To advance political interest of some individuals more especially with media houses.

CONSEQUENCIES OF BIAS IN MEDIA

- People are provided with distorted or unverified information and can not make informed decisions
- Biased reporting can affect a country's development by scaring official and foreign investors
- Some controversial religious or ethnic issues reported in a biased manner have resulted in bloodshed
- The media house involved in bias reporting loses credibility and the confidence of the people.

SOLUTIONS TO BIAS IN MEDIA

- Journalists should abide by a code of ethics
- Journalist need to undergo training to develop professionally and report in a balanced manner.
- Reading between lines and analyze critically the information we often get from the media.

CHAPTER 23: SOCIETY AND MORAL DECADENCE

MORAL DECADENCE IN SOCIETY

- Lack of parental guidance
- Misunderstanding of democracy
- Drug and substance abuse
- Lack of respect for oneself and others
- Poverty and peer pressure

EFFECTS OF MORAL DECADENCE

- Poverty
- Illiteracy
- Nepotism
- Conflicts
- Corruption
- Robbery
- Imprisonment
- Death.

EFFECTS OF PEER PRESSURE ON MORALITY IN SOCIETY

- Violence and delinquency among the youth
- Vandalism
- Riots
- Cheating in examinations
- Teasing
- Bullying
- Prostitution
- Fraud
- Corruption
- Robbery
- Rape
- Sexual abuse

WAYS OF IMPROVING MORALS IN SOCIETY

- Learn to live by good moral standards.
- You must be a role model of your society
- Learn how to respect life, other people's property and practice self control

- Be assertive and resist peer pressure

CHAPTER 24: THE GLOBAL VILLAGE AND ITS ROBLEMS

TOLERANCE AND EMPATHY

- ✓ Religion
- ✓ Culture
- ✓ Music
- ✓ Dance
- ✓ Politics
- ✓ Education
- ✓ Language

THE IMPORTANCE OF TOLERANCE AND EMPATHY

- ❖ Cooperation between nations
- ❖ Timely support among different people in times of crisis
- ❖ Care for vulnerable groups like orphans, children, women and elderly people
- ❖ Peaceful coexistence in the global village

GLOBAL PROBLEMS

- Refugees
- Drought
- Global warming
- Depletion of the ozone layer
- Tribal conflicts
- Political differences
- Wars
- Genocide
- Natural disasters e.g. floods and earthquakes

SUPPORT AND CARE FOR PEOPLE AFFECTED BY GLOBAL PROBLEMS

- Provision of relief aid
- Provisions of shelter
- Provision of funds
- Counselling

CHAPTER 25: THE GLOBAL TRADE

GLOBALISATION AND RAPID URBANISATION AND TRADE

- Information of trade opportunities is readily available i.e. traders are able to find markets for their goods easily
- Industries ca produce goods based on the needs of consumers
- Population and wealth concentration urban areas thereby providing a ready market for a variety of goods

ADVANTAGES OF GLOBAL TRADE

- ➢ It provides countries with much needed foreign currency
- ➢ It offers broad markets beyond the domestic market
- ➢ People have before them a wide range of goods from various countries
- ➢ Involvement in global trade enhances a country's economic growth

PROBLEMS ASSOCIATED WITH GLOBAL TRADE

- ➢ It favors richer and developed countries at the expense of poor and less developed countries
- ➢ Countries whose goods can not compete effectively on the world market have their currencies devalued resulting economic hardship.
- ➢ Malawi's heavy reliance can have serious consequences on the environment.

SOLUTION TO GLOBAL TRADE PROBLEMS

Formation of trading blocks like SACU, SADC and EU to ensure that global trade is freed from obstacles and equitable benefit to member stated.

CHAPTER 26: CULTURAL PRACTICES AND HIV/AIDS

EFFECTS OF FOREIGN CULTURE AND TECHNOLOOGY ON OUR CULTURAL AND TRADITIONAL PRACTICES

- Copying of bad morals from foreign cultures
- Dissolution of our own cultural practices

THE IMPORTANCE OF CRITICAL THINKING BEFORE ADOPTING FOREIGN CULTURE AND TECHNOLOGY

- We are assertive and only stick to those ideas that are considered to e helpful

IMPACT OF HIV/AIDS ON THE NATION AND THE WORLD

- Death of human resources i.e. skilled and semi skilled
- Overcrowding and a shortage of drugs in hospitals
- Technological development, trade and education are also affected.

WAYS OF ALLEVIATING THE IMPACT OF HIV/AIDS ON THE NATION AND THE WORLD

- Reformation of indigenous and foreign cultures
- Changing of aspects of the culture that facilitate the transmission of HIV/Aids

CHAPTER 27: MANAGING RESOURCES

RESOURCES MANAGED AT NATIONAL AND INTERNATIONAL LEVELS

NATIONAL LEVEL

- Electricity
- Forests

INTERNATIONAL LEVEL

- Oceans
- Air

EFFECTS OF MISMANAGING RESOURCES

Once the resources have been mismanaged through corruption, fraud and misallocation the result is that the government cannot have enough revenue to provide quality social amenities like education and health services.

MANAGING RESOURCES PROPERLY

- Proper allocation of resources
- Exercising fiscal control and transacting affairs in a transparent manner

CHAPTER 28: RESOLVING CONFLICTS

CAUSES OF CONFLICTS

- Lack of love
- Jealousy
- Competition for resources
- Lack of respect for each other
- Theft
- Dishonesty
- Unfaithfulness
- Uncaring
- Looking down upon each other
- Poverty
- Moral decadence

EFFECTS OF CONFLICTS

- Hatred
- Quarrels
- Fights
- Injuries
- Divorce
- Breakups in relationships
- Imprisonment
- Death

WAYS OF RESOLVING CONFLICTS

The ways are categorized into peaceful and unpeaceful conflict resolution.

UNPEACEFUL CONFLICT RESOLUTION

- Fighting
- War

STEPS IN PEACEFUL CONFLICT RESOLUTION

✓ Identify the problem from both partners' perspective
✓ Be clear about how you feel about the problem and to express this
✓ Work out whether the problem is one of different values, beliefs and attitudes or a practical issue.
✓ Once a solution has been settled upon, then both partners need to make a commitment to try it.
✓ Finally, set a time to review your decision

RESOLVING CONFLICT PEACEFULLY

This involves two or more parties agreeing to discuss their differences and seeking peaceful solutions to their conflict. It involves mediation, conciliation and arbitration.

CHAPTER 29: UNEMPLOYMENT

CAUSES OF UNEMPLOYMENT

- Overpopulation
- Technological advances
- Lack of experience
- Changing global market
- Lack of employable skills
- Few industries
- Limited employment opportunities for young people with no experience of work
- Downsizing in government departments and industries

NEGATIVE EFFECTS OF UNEMPLOYMENT

- Anti social behavior leading into alcoholism, drug abuse, suicide, hypertension, depression, mental breakdown, theft and divorce
- Individuals remain dependent on either their parents or siblings

SOCIAL PROBLEMS OF UNEMPLOYMENT

➢ Negative feeling
➢ Low self esteem
➢ Worthlessness
➢ Depression

POSSIBLE SOLUTIONS TO UNEMPLOYMENT

- Self employment i.e. working for one self
- Getting the relevant training
- Getting retraining
- Professional growth and development

REASONS FOR MOST YOUNG PEOPLE IN MALAWI NOT TO BE AWARE OF OPPORTUNITIES OF SELF EMPLOYMENT

- Lack of career guidance
- Lack of marketing skills
- Lack of innovation and enterprising skills.

FORMS OF SELF EMPLOYMENT

a. Small scale businesses
- Vending
- Hawking
- Grocery
- Carpentry
- Art and Craft
- Carving
- Fishing
- Baking

b. Skilled labour
- Bricklaying
- Tailor
- Wood carver
- Painter
- Service worker
- Consultant
- Administrative, managerial and professional worker.

CHAPTER 30 CUSTOMER CARE

Entrepreneurship can simply be defined as the production or purchasing of items that are in turn sold in order to get reasonable profit.

CUSTOMER SERVICES

- ❖ Customer care
- ❖ Advertising
- ❖ Marketing
- ❖ Reasonable prices
- ❖ Communication
- ❖ Courtesy
- ❖ After sell

EFFECTS OF POOR CUSTOMER SERVICES

- Loss of customers
- Loss of income
- Low profit margin
- Poor sells
- Wastage of commodities
- Bankruptcy

IMPORTANCE OF CUTOMER SERVICES

- Attraction of many customers
- Realization of more profits

IMPROVING CUSTOMER SERVICES

- Provision of safe and quality goods
- Listening to the needs of customers
- Handling customers with respect and dignity.

THE END.