

**Q. 2 Make a précis of the following passage and suggest a suitable title. (15+5=20)**

Conflict at work comes in several forms. First, there are the people who pretend there is no problem when there IS an obvious problem. They may say something like: “I don’t see an issue here.” When you try to explain, you are hit with: “You’re being illogical.” When things escalate, this becomes the ultimate insult: “You’re too emotional.” Turning the conflict around so it is about you is a tactic—a crazy-making tactic. No matter what you do, you are seen as unreasonable or you are labeled as the one picking a fight. In this scenario, they win, and you lose.

Another common approach to conflict at work is outright aggression. People who habitually choose this approach are bullies. They are the hyper-competitive, anything-goes, take-no-prisoners, narcissists among us. These people prove their worth by dominating. They are especially dangerous because they often have vicious followers who do their bidding. When these bullies get mad, watch out. Then there’s my least favorite tactic of all—passive aggressiveness. Passive aggressive people seem to be supportive, logical, and even helpful—until you read between the lines. Their attacks don’t seem like attacks because they are so good at hiding their word-weapons. Sometimes, you don’t even know you have been hit until later. Fighting with these people is like shadow boxing.

Disagreements and even true conflict are inevitable at work, for some pretty good reasons: the constant flood of information means that we are always touching different parts of the elephant and constant change requires constant debate. In a perfect world, we follow the textbook advice, treat these sources of conflict logically, behave like adults, and get on with it. The problem is, we are not working in a perfect world, and none of us is perfect. We each bring our own baggage to work each day. And, some of our issues rear their heads again and again. At the top of my list of sources of work conflict are: personal insecurity, the desire for power and control, and habitual victimhood.

# Conflicts at Work and its types

There are different types of conflicts at work. Firstly, people who do not take a problem like a problem at work. They respond negatively when one tries to explain the problem. Such people consider the others as unreasonable and bellicose. Secondly, people who are completely aggressive. They easily get bully. Such people act as autocrats. They also have blind followers. Thirdly, people with passive aggression. Such type of people are cooperative and rational. Their responses are unharmed. Likewise, people blindly follow whatever they see in textbooks, and act accordingly. However, the real issue is that people are not taking part in the perfect world. Therefore, the main reason behind the conflict at work, are the sense of insecurity, and the desire for dominance.

Total words: 350  
Precis Words: 120

main idea is picked and discussed  
over all need improvement coherence  
be precis and to the point  
need improvement  
8/20

تاریخ کے مختلف ادوار میں مذاہب نے انسان کی اخلاقی تربیت کی ہے اور انسان کو روحانی سہارا بھی دیا ہے۔ اس سے جہاں معاشرے پر سکون اور ہر امن رہے وہاں انسان کو عظمت، عزت اور وقار بھی نصیب ہوا۔ حقیقت میں وہ تمام روایات، رسوم اور اقدار جو سلامتی کے راستے کی طرف لے جاتی ہیں ان سب کا سرچشمہ مذاہب ہیں۔ وہ تمام نیک لوگ جو انسانیت کے لیے دردِ دل رکھتے ہیں اور ہمیشہ خدمتِ خلق میں پیش پیش رہتے ہیں وہ سب کسی نہ کسی مذہب کے پیروکار ہوتے ہیں۔

In different periods of history, religion has shaped human morality, and ~~given~~ it has also given <sup>spiritual</sup> soul related help to human. Where societies have remain calm and peaceful, ~~there~~ <sup>at the same time</sup> people also get elevation, respect and reverence. Actually, all the cultures, commanalities and things which lead toward the way of existence, religion is core of all of them. All the true people, who have pain for the humanity, and are always ready for the help of the society, all are followers of a religion.

6/10

satisfactory