



SCHOOL OF COMMUNICATION, LANGUAGES AND
PERFORMING ARTS

DEPARTMENT OF COMMUNICATION

COM 226ABCDT: Interpersonal & Small Group
Communication

January 2015 Final Exam

Instructions:

1. Answer ALL questions in Section A and any THREE questions in Section B
2. The exam is two hours long
3. This is not an open book exam. Any form of cheating will lead to immediate dismissal from the exam room. The candidate will earn a failing grade
4. Keep your answers short and precise to demonstrate your understanding of the course content.
5. Please write legibly
6. Any form of cheating will lead to a failing grade.
7. Write comprehensively and coherently.

Section A. Answer all questions**Total: 30 marks**

1. Define the following terms (10 marks)
 - a. Linear communication
 - b. Dyadic communication
 - c. Group culture
 - d. Pseudolistening
 - e. Group think
2. Wood (2007) observed that sometimes we tend to handle interactions well, and other times we do not.
 - a. What is interpersonal communication competence (2 marks)
 - b. Using appropriate examples explain four communication competence skills (8 marks)
3.
 - a. Explain any three leadership styles that are used in groups (6 marks)
 - b. Dialectical tensions are conflicts that arise when two opposing or incompatible forces exist simultaneously. Name and describe any two strategies used for managing dialectical tension (4 marks)

Section B. Answer any three questions**Total: 30 marks**

4. Jane is the leader of an active women's group that contributes 1000/- per month towards their project. Frustrated by the fact that it will take years to meet their target, Jane and the group secretary have decided to double the monthly contribution but the members are protesting about it.
 - a. Explain the decision making method used by Jane and the secretary (3 marks)
 - b. Name three other decision making methods and cite the one you would recommend in this particular case (7 marks)
5. Several scholars seem to agree that groups have a life; they are born but eventually they die. Using the Tuckman's model describe the five stages of a group's life (10 Marks)
6. Relationships are like weather - some are fair, warm, stormy, cold, polluted, healthy; others are stable whereas others change dramatically
 - a. Using relevant examples distinguish between confirming and disconfirming messages (4 marks)
 - b. Describe three ways one can promote a supportive communication climate as observed by Jack Gibb (6 marks)
7. Emotions are important because they affect us both positively and negatively. A person's ability to communicate with others on all levels depends on their understanding and management of emotions.
 - a) Explain any 4 benefits of understanding one's emotions. (4 Marks)
 - b) Discuss the 3-step process of recognizing one's emotions (6 Marks)