



School of Communication Language and Performing Arts

DEPARTMENT OF COMMUNICATION

**INTERPERSONAL AND GROUP COMMUNICATION
Com 226X**

Final Exam

Instructions:

1. The exam is two hours
2. 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.
3. Write legibly
4. Answer all questions in section A and any three in Section B.

Section A: Answer all questions in this section

1. i. What is the meaning of the following terms as used in small group and interpersonal communication? (10 marks)

- a. Group culture
- b. Assertiveness
- c. Confirming messages
- d. Communication is a process
- e. You cannot not communicate

ii Briefly discuss five situations when group decision making is superior to individual decision making (10 marks)

iii. Explain five functions of communication (10 marks)

Section 2: Answer any Three (3) questions in this section

1.
 - a. Outline at least four types of groups we are likely to be involved in, in our day to day life (4 marks)
 - b. Discuss three reasons professionals should acquire small group communication skills. (6 marks)
 - c. Do emotions play any role in our lives? Explain your answer using examples (4 marks)
 - d. State and briefly explain at least three symptoms of group think (6 marks)
2.
 - a.
 - i. Define listening (2 marks)
 - ii. Discuss four reasons why is it necessary to listen? (8 marks)
 - b. Discuss 2 types of nonverbal communication (5 marks)
 - c. Define two types of aggression (5 marks)
3.
 - a. State and explain 2 types of goals we try to achieve in our interpersonal communication (5 marks)
 - b. What and how you disclose can have profound effects on your interpersonal relations. Say how far you agree or disagree with this assertion. Justify your answer (5 marks)
 - c. With the use of a diagram, explain any of the following models of Interpersonal Communication (10 marks)
 - a. Linear model of communication
 - b. Interactional view
 - c. Transactional view
4.
 - a. Name three leadership styles and explain any three characteristics of each. (9 marks)
 - b. As members set group roles, it is important to realize that leadership is not limited to one person; the leader, but that leadership is a diverse series of roles

shared by many people within a healthy group.

- i. Discuss any four different roles played by members of a group (8 marks)
- ii. Daystar University trains servant leaders. What do you understand by the term servant leaders? (3 marks)