



**COM 104: INTERPERSONAL & GROUP COMMUNICATION
END OF JANUARY-APRIL 2024 TRIMESTER EXAM**

**INSTRUCTIONS:
ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS**

SECTION A: COMPULSORY

1. You have been appointed to lead a committee tasked with planning for the company's end-of-year party. The members of this committee are aged between 20 and 50 years. Using **FIVE** relevant examples, discuss ways through which you would manage the generational differences to achieve success (10 marks).

SECTION B: ANSWER ANY THREE QUESTIONS

2. You are a member of an investment group whose goal is to buy land and build residential houses to generate an income.
 - a) Using clear examples, explain how you would foster the development of any **TWO** rituals within the group (4 marks).
 - b) By use of examples, describe any **THREE** benefits of the above rituals to the group (6 marks).
3. At work, you have been tasked with putting together a team of six people to work on a particular project for three months. Using real-life examples, explain what you would anticipate to happen from the beginning to the end (10 marks).
4. Your friend has visited to tell you about a challenge they are facing.
 - a) Using **TWO** examples, explain how you would exhibit active listening skills (4 marks).
 - b) Provide **THREE** examples to describe the barriers that would most likely hinder you from listening actively to your friend (6 marks).
5. Using real-life examples, describe **FIVE** ways through which you have encountered helping relationships (10 marks).