



PAN AFRICA CHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT - LEADERSHIP

COURSE CODE – DLM 104

COURSE TITLE – LEADERSHIP COMMUNICATION

EXAM DATE – Wednesday December 9th, 2020

TIME – 11.15 – 14.15 HOURS

Duration - 3 hours (Online)

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer **ALL** questions in Section A and any other **TWO** questions in Section B.

Total Marks – 40

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION

1. a) Define the following terms as used in leadership communication:-
 - i) Verbal Communication (2 marks)
 - ii) Communication (2 marks)
 - iii) Interpersonal Communication (2 marks)
- b) State and explain two components of leadership communication (4 marks)
2. (a) Name and explain three examples of non-verbal messages (6 marks)
- (b) State and explain two principles of interpersonal communication (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

3. You have just received an invitation to speak in a seminar for leaders at ABC Company on a topic entitled “The Five C’s of Leadership Communication. Identify and briefly explain the five C’s. (10 marks)
4. During an interview for the position of a Team Leader, you are asked to list and explain five emotional intelligence skills that fall under social capability. What would be your response to this questions (10 marks)
5. Explain five steps that a formal group should follow when making a decision in an organization (10 marks)
6. List and explain five benefits of healthy interpersonal communication (10 marks)
7. State and explain five barriers to leadership communication in an organization (10 marks)

END