



COM 104: INTERPERSONAL & GROUP COMMUNICATION

END OF JANUARY-APRIL 2021 TRIMESTER EXAM

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

SECTION A: COMPULSORY

1. You are in charge of a group made up of members between 18 years and 65 years old. Using relevant examples, explain **FIVE** ways through which you would manage the generational differences. (10 marks)

SECTION B: ANSWER ANY THREE QUESTIONS

2. State and explain **FIVE** characteristics of a helping relationship. (10 marks)
3. Communication theories foster good interpersonal and group relationships. Explain this using **TWO** examples. (10 marks)
4. Using **TWO** examples, explain why Grapevine is considered important in an organization. (10 marks)
5. A group can only function properly when there are proper structures to govern it. Using relevant examples, state and explain **FIVE** aspects of a group structure. (10 marks)