



PANAFRICACHRISTIAN UNIVERSITY

DIPLOMA IN LEADERSHIP AND MANAGEMENT

END OF SEMESTER EXAMINATION

DEPARTMENT: LEADERSHIP

COURSE CODE: DLM 104

COURSE TITLE: LEADERSHIP COMMUNICATION

EXAM DATE:

TIME:

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**.
- Final Exam (Total marks 40)

SECTION A: ANSWER ALL QUESTION IN THIS SECTION

1. (a) Define the following terms as they are used in Leadership Communication: -

(i) Communication (2 marks)

(ii) Emotional Intelligence(2 marks)

(iii) Groupthink(2 marks)

b) Name and explain two types of groups in organizations(4 marks)

2 (a) Identify and explain three principles of interpersonal communication(6 marks)

(b) List and explain twofunctions of a healthy interpersonal relationship (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONSIN THIS SECTION

3. Identify and explain five components of a communication process (10 marks)

4 a) Define communication barrier (2 marks)

b) List and explain four barriers of communication(8 marks)

5. Name and explain four fundamental capabilities of emotional intelligence(10 marks)

6. a) Define interpersonal communication (2 marks)

b) List and explain four ways of developing good interpersonal skills (8 marks)

7. Name and explain five stages of group formation(10 marks)

END