



PAN AFRICA CHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR DIPLOMA IN
COUNSELLING PSYCHOLOGY**

JANUARY – APRIL 2021

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COD 104

COURSE TITLE: INTRA AND INTERPERSONAL RELATIONSHIP

EXAM DATE: 6TH APRIL 2021

TIME: 11:15AM – 2:15PM

INSTRUCTIONS:

- Read the instructions and questions carefully before you start the examination.
- This exam has SIX questions. Answer **QUESTION ONE** and any other **THREE** questions from section B.
- *ALL PAC University's examination rules and regulations apply*

SECTION A: COMPULSORY (10 MARKS)

QUESTION 1

- a) Describe the importance of a conflict. (2 marks)
- b) Differentiate between Intra and Interpersonal skills. (4 marks)
- c) Analyze any TWO communication rules. (4 marks)

SECTION B: Answer any THREE questions from this section 10 Marks each.

QUESTION 2

- a) Describe TWO ways you can build social responsibility in your community. (4 marks)
- b) Explain THREE habits of a self-controlled person. (6 marks)

QUESTION 3

- a) Explain TWO ways of developing Self-Awareness (4 marks)
- b) Discuss any THREE ways one can develop good interpersonal communication skills. (6 marks)

QUESTION 4

- a) Analyze TWO types of motivators. (4 marks)
- b) Describe THREE principles of agape love. (6 marks)

QUESTION 5

- a) Differentiate between intergroup conflict and interpersonal conflict using examples. (4 marks)
- b) Discuss THREE ways one can manage their emotions. (6 marks)

QUESTION 6

- a) Define stress management. (2 marks)
- b) Describe the FOUR negotiation approaches that one can use. (8 marks)