



**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:**

**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) Channel (2 marks)

(iii) Feedback (2 marks)

b) Name and explain two methods of communication in organizations (4 marks)

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

(b) List and explain two structures of communication (4 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION**

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

4 List and explain five barriers of effective communication (10 marks)

5. Name and describe five practical ways of overcoming communication barriers in organizations (10 marks)

6. a) Define interpersonal communication (2 marks)

b) List and explain four advantages of written communication (8 marks)

7. Name and explain five ways of improving listening skills for leaders in organizations (10 marks)

END