



COM 104: INTERPERSONAL & GROUP COMMUNICATION

END OF SEPTEMBER-DECEMBER 2021 TRIMESTER EXAM

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

SECTION A: COMPULSORY

1. You have been appointed to plan a 3-day conference for Communication professionals in Nairobi. Discuss in detail how you would go about this. (10 marks)

SECTION B: ANSWER ANY THREE QUESTIONS

2. a) Discuss **THREE** ways through which you can exhibit listening skills in interpersonal communication. (6 marks)
b) Using **ONE** example for each, differentiate between hearing and listening. (4 marks)
3. Explain **TWO** ways through which members of a group can develop intimacy and successfully achieve their goals. (10 marks)
4. a) Describe **THREE** ways through which you can achieve successful self-disclosure in interpersonal communication. (6 marks)
b) Give **TWO** reasons why self-disclosure is important in communication. (4 marks)
5. a) Using examples, explain **THREE** types of group rituals. (6 marks)
b) Describe **TWO** reasons why rituals are important in a group. (4 marks)