



PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF ARTS IN COUNSELING PSYCHOLOGY
SEPTEMBER – DECEMBER 2017

CAMPUS: ROYSAMBU

DEPARTMENT: COUNSELING PSYCHOLOGY

COURSE CODE: COU2233

COURSE TITLE: HUMAN RELATIONS AND COMMUNICATION

EXAM DATE: FRIDAY 15th DECEMBER 2017

TIME: 2.00PM-4.00PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- Section A is Compulsory
- Answer any TWO questions in Section B
- Indicate the questions you have answered on the cover page of the Answer Booklet

SECTION A: Compulsory

1. Discuss any four barriers that may occur during communication **(10 Marks).**
2.
 - a) Discuss three ways in which you could overcome some of these barriers **(6 Marks).**
 - b) How do gender differences affect communication? (Give at least 2 examples). **(4 Marks).**
3. Systematically illustrate using a diagram the basic elements of the communication process. **(6 marks).**
4. Discuss any two criterions for useful feedback **(4marks).**

SECTION B: Answer any TWO questions

1. Discuss the components of affective experience, clearly stating the assumptions and obstacles to gaining this experiences **(10 Marks).**
 - b) State any five barriers to building human relationships **(5 Marks).**
2. For God so loved the world that he gave his one and only begotten son that whosoever believes in him may not perish but have eternal life (John 3:16). This is a form of Agape love. Explain the Four basic aspects of the model of Agape type of love **(10 Marks).**
 - b) One of the communication goals is to help the receiver accurately interpret messages sent. Explain how this can be facilitated **(5 Marks).**
3. As a trainee therapist you are required to undergo personal development therapy. During your sessions with your therapist you have felt the need to increase your self-awareness. Identify any three benefits of self-awareness that you may gain and two ways in which you can gain self-awareness **(5 Marks).**
 - b. Describe the following basic communication styles (i) Assertive and (ii) Aggressive **(5 Marks).**
 - c. Explain any two barriers to effective listening **(5 Marks).**
4. Discuss any two types of prejudices people encounter **(5 Marks).**
 - b. Define what a group is **(1 Marks)** and give any two reasons why people join group **(4 marks).**
 - c. Discuss any two leadership styles **(5 Marks).**