



PAN AFRICA CHRISTIAN UNIVERSITY

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

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

JANUARY-APRIL 2025 TRIMESTER

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COD104

COURSE TITLE: INTRA AND INTERPERSONAL RELATIONSHIPS

EXAM DATE:

TIME:

DURATION: 3 HOURS

INSTRUCTIONS

- Read all questions carefully before attempting.
- Answer **question ONE** and any other **TWO Questions**
- All other PAC University examination rules and regulations apply

QUESTION ONE: COMPULSORY (20 Marks)

- a) Explain the meaning of the following terms.
- (i) Self-awareness. (2 marks)
 - (ii) Assertiveness. (2 marks)
 - (iii) Self-concept. (2 marks)
- b) Differentiate between Intra and Interpersonal skills. (4 marks)
- c) Discuss any two components of intrapersonal communication. (4 Marks)
- d) Discuss any THREE ways one can develop good interpersonal communication skills. (6 marks)

QUESTION TWO: Answer Any Two (20 Marks)

- a) Discuss any two attributes of emotional intelligence. (4 Marks)
- b) Explain three ways of developing self-esteem. (6 Marks)

QUESTION THREE:

- a) Discuss any five techniques of dealing with stress. (5 Marks)
- b) Describe the importance of unconditional positive regard when dealing with a client. (3 Marks)
- c) Analyse two communication rules. (2 Marks)

QUESTION FOUR:

a) Differentiate between intergroup conflict and interpersonal conflict using examples. (4 marks)

b) Consider any three ways one can manage their emotions. (6 marks)

QUESTION FIVE:

(a) Explain any two ways a counselling student can develop interpersonal skills. (4 marks)

(b) Discuss any three factors of effective communication. (6 marks)