



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:.....

Duration - 3 hours

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 QUESTIONS FROM THIS SECTION

1. a) Define the following terms as used in leadership communication: -

- i) Verbal Communication (2 marks)
- ii) Communication (2 marks)
- iii) Interpersonal Communication (2 marks)
- b) State and explain two components of leadership communication (4 marks)
- 2. (a) Name and explain three examples of non-verbal messages (6 marks)
- (b) State and explain two principles of interpersonal communication (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION

- 3. You have just received an invitation to speak in a seminar for leaders at Company BRAVO on a topic entitled “The Five Cs of Leadership Communication. Identify and briefly explain the five Cs. (10 marks)
- 4. During an interview for the position of a Team Leader, you are asked to list and explain five emotional intelligence skills that fall under social capability. What would be your response to the question (10 marks)
- 5. Explain five steps that a formal group should follow when making a decision in an organization (10 marks)
- 6. List and explain five benefits of healthy interpersonal communication (10 marks)
- 7. State and explain five barriers to leadership communication in an organization (10 marks)

END