



**Pan Africa**  
**Christian University**

**COM 104: INTERPERSONAL & GROUP COMMUNICATION**

**END OF JANUARY-APRIL 2022 TRIMESTER EXAM**

**INSTRUCTIONS:**

**ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS IN SECTION B**

**SECTION A: COMPULSORY**

1. You are the leader of a group comprised of members of ages between 18 and 60 years old. There are conflicts in the group between the young and the aged members about how tasks should be done. Clearly explain the measures you would take to resolve the conflicts to ensure that all members work harmoniously. (10 marks)

**SECTION B: ANSWER ANY THREE QUESTIONS**

2. State any **TWO** theories of communication and use real-life examples to show how they apply. (10 marks)
3. Grapevine communication is important to leaders in an organization. Using examples, briefly outline **FIVE** reasons why it is considered important. (10 marks)
4. a) Explain your understanding of a helping relationship. (4 marks)  
b) Using examples, describe **TWO** ways through which you can build a helping relationship. (6 marks)
5. a) Using one example, define a group structure. (4 marks)  
b) State and explain any **THREE** important aspects of a group structure that you would consider when forming a group. (6 marks)