Discuss internal communication strategies that a manager can use in an organization.

Marks]

TIME: 2 HOURS DAY/DATE: WEDNESDAY 24/3/2021 11.30 AM - 1.30 PM Answer question ONE (Compulsory) and any other TWO questions. ٠ • Do not write on the question paper (a.) Define organizational communication. [5 Marks] (b.) Explain 5 benefits of organizational communication. [15 Marks] (c.) Describe characteristics of people who are effective in organization communication. [10 Marks] (a.) Discuss key interpersonal aspects of communication. [20 Marks] (b.) Explain any five barriers to effective communication in an organization... Marks] Γ **QUESTION THREE**

LAPA 0120: LEADERSHIP, INTERPERSONAL AND ORGANIZATIONAL **COMMUNICATION**

STREAMS: DIP LAPA

CHUKA

INSTRUCTIONS:

QUESTION ONE

QUESTION TWO

LAPA 0120

UNIVERSITY

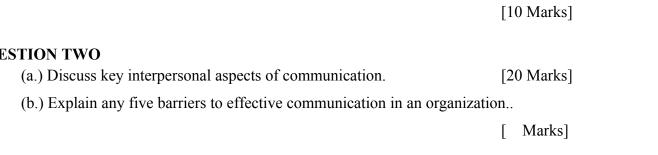
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QUESTION FOUR

(a.) Show the distinction between formal and informal communication.	[5 Marks]
(b.) Describe any five organization channels that are in use today.	[15 Marks]
QUESTION FIVE Discuss the historical development of organization communication.	[20 Marks]

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