

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATION
RESIT/SUPPLEMENTARY / SPECIAL EXAMINATIONS
EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF ARTS
JOURNALISM AND MASS COMMUNICATION**

COMM 241: INTERPERSONAL COMMUNICATION

STREAMS:

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 03/11/2021

11.30 A.M - 1.30 P.M.

INSTRUCTIONS:

- *Answer question one and any other two.*

QUESTION ONE

- a) Explain six ways of creating a positive first impression. (12 marks)
- b) Explain five guidelines of improving interpersonal communication. (10 marks)
- c) Describe four self-confidence problems. (8 marks)

QUESTION TWO

Analyze five perceptual problems in work settings. (20 marks)

QUESTION THREE

Discuss five influences on perception. (20 marks)

QUESTION FOUR

Explain comfort with relational dialectics in interpersonal relationships. (20 marks)

QUESTION FIVE

Discuss five barriers to communication. (20 marks)

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