



COM 104: INTERPERSONAL & GROUP COMMUNICATION

END OF SEMESTER EXAM

INSTRUCTIONS:

ANSWER QUESTION ONE AND ANY OTHER THREE QUESTIONS

SECTION A: COMPULSORY

1. You have been appointed to lead a group tasked with planning a major event at work. Using relevant examples, explain how you will steer this group through the **FIVE** stages of group development. (10 marks)

SECTION B: ANSWER ANY THREE QUESTIONS

2. Grapevine is considered an important source of information in the workplace. Using examples, state and explain **TWO** instances to support this view. (10 marks)
3. Communication is contextual. Explain using **TWO** relevant examples. (10 marks)
4. Using **TWO** examples, explain how perceptions affect reception of messages in interpersonal and group communication. (10 marks)
5. As a leader, how would you utilize the various characteristics of a group to achieve the group's goal? (10 marks)