



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF COMMUNICATION STUDIES

UNIVERSITY EXAMINATION FOR:

BACHELOR OF JOURNALISM & MASS COMMUNICATION

BMC 4209: INTERPERSONAL COMMUNICATION

END OF SEMESTER EXAMINATION

SERIES: APRIL 2016

TIME: 2 HOURS

DATE: Pick Date May 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **SIX** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Explain the importance of interpersonal communication skills (5 marks)
- b) List SEVEN goals of effective interpersonal communication (7 marks)
- c) Explain validation (3 marks)

Question TWO

- a) Explain the core-mindfulness skills (5 marks)
- b) State the goals of interpersonal effectiveness (5 marks)
- c) State the skills of listening and responding (5 marks)

SECTION B: (ANSWER ANY TWO)

Question THREE

- a) Explain the acquisition of extra skills for solving conflicts with others (10 marks)
- b) Discuss how to acquire emotional regulation skills (10 marks)

Question FOUR

Discuss the importance of effective communication with an appeal to the **FIRST BRAIN** of the listener
(20 marks)

Question FIVE

Discuss the (verbal, Vocal, Visual) degree of consistency between these three (3) elements as a factor that determines believability

(20 marks)