



# TECHNICAL UNIVERSITY OF MOMBASA

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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.**

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### **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)