



Strathmore
UNIVERSITY

SCHOOL OF HUMANITIES & SOCIAL SCIENCES
BACHELOR OF ARTS IN COMMUNICATION
END OF SEMESTER EXAMINATION
BAC3203: GROUP DYNAMICS AND COMMUNICATION

Date: 24th March 2022

Time: 13:00 – 15:00

INSTRUCTIONS

Answer **Question ONE (COMPULSORY)** and any other **TWO** questions.

Question 1

- a) Define the following task roles often found within a group setting: (5 marks)
 - i) Aggressor
 - ii) Interpreter
 - iii) Initiator
 - iv) Gatekeeper
 - v) Reality taster

- b) For two of the above listed roles, create a 100 to 150-word story describing an incident where you have witnessed an individual playing these roles within a group. (10 marks)

- c) According to Thomas and Killman, there are FIVE main approaches teams can use to manage conflict. Using examples of your choice, explain these five approaches. (10 Marks)

- d) Groups encounter conflict as part of growth and development. These conflicts are placed in a matrix of two scales: assertiveness and cooperativeness. Outline five main approaches team members can use to manage team conflict. (5 Marks)

Question 2

- a) With clear examples from your class interactions, explain five main types of boundaries that are essential in relationships. (10 Marks)

- b) Distinguish between personal identity and social identity, while highlighting at least 2 characteristics of each of these. (5 Marks)

Question 3

Process is an important concept in mastering communication in a relationship. In not less than 300 words, create a dialogue scenario that demonstrates common challenges (pitfalls) that people often deal with in the process of communicating. (15 Marks)

Question 4

- a) Basing your discussion on any three symptoms of groupthink, assess the validity of this statement: ‘conformity within a group leads to dangerous results’. (3 Marks)

- b) Discuss four main decision making tactics that groups can use to enhance interdependence and outperform competing groups. Support your answer with clear examples. (12 Marks)