

CONFIDENTIAL



SET A

UNIVERSITI KUALA LUMPUR
Malaysia France Institute

FINAL EXAMINATION
JANUARY 2014 SESSION

SUBJECT CODE : WGD10103
SUBJECT TITLE : INTERPERSONAL SKILLS
LEVEL : DIPLOMA
TIME/DURATION : 9.00 am – 11.00 am
(2 HOURS)
DATE : 30 MAY 2014

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper CAREFULLY.
 2. This question paper is printed on both sides of the paper.
 3. Please write your answers on the answer booklet provided.
 4. Answer should be written in blue or black ink except for sketching, graphic and illustration.
 5. Answer ALL questions. Answer all questions in English.
 6. THIS QUESTION BOOKLET IS NOT TO BE TAKEN OUT OF THE EXAMINATION HALL
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THERE ARE 15 PRINTED PAGES OF QUESTIONS, EXCLUDING THIS PAGE

SECTION A (TOTAL MARKS: 10)

Answer ALL questions.

- 1) Choose the correct definition on 'effective communication'.
 - a) Using language that is appropriate to others level of understanding
 - b) Talking to one another in different languages
 - c) Speak loudly in public so everyone would understand your emotion
 - d) Writing letter to reply to people's face-to-face communication

- 2) Statement: "You are really funny."



Image: 1

The statement above can be changed according to the non-verbal behavior as per shown in Image 1. Select the non-verbal strategies used in Image 1.

- a) Body movements
- b) Intonations
- c) Facial Expressions
- d) Feelings and Emotion

- 3) In today's world of technology, one of the biggest challenge is to interpersonal skills not only in face-to-face interactions but also in virtual interactions.
- a) perfect
 - b) perform
 - c) produce
 - d) project
- 4) In virtual learning and virtual communication, one cannot fully use hand gestures, facial expressions, or body to express ideas.
- a) language
 - b) movement
 - c) poses
 - d) positions
- 5) We manage conflict effectively by using win-win solutions, constructively influencing the behavior of others, and using effective communication and strategies.
- a) enforcement
 - b) evasive
 - c) performance
 - d) persuasive
- 6) A leader has the ability to influence others through qualities such as personal, expertise, command of language, and the creation of mutual respect — all of which require strong interpersonal skills.
- a) characteristic
 - b) attractiveness
 - c) traits
 - d) judgement
- 7) Which of this statement are consider "Effective Verbal Messages" ?
- a) Yo, brother! Let go to the wicked shopping mall!
 - b) Brother, I like go mall now lets go!
 - c) Brother, let's go to the awesome shopping mall!
 - d) Brother – Shopping – Mall – Lets!

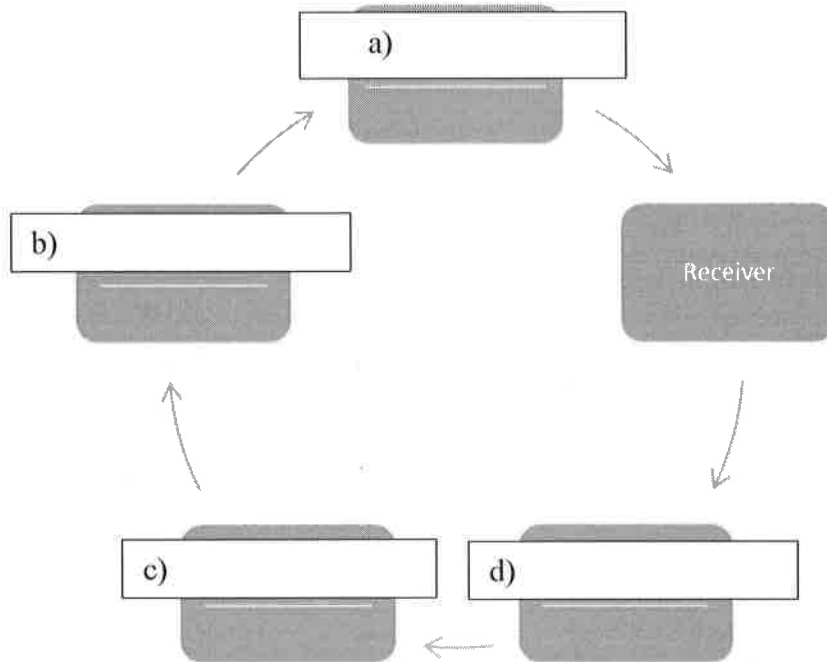
- 8) When two strangers meet, they will need to open-up their invisible _____ in order to accept and tolerate others behavior.
- a) bubble
 - b) mouth
 - c) closet
 - d) anger
- 9) What makes a good communicator?
- a) The clarity of the transmitted data.
 - b) To give example of problems
 - c) Communication upon meals (lunch or dinner)
 - d) To perform communication at an open space
- 10) Gestures and body language are also a form of
- a) Noise
 - b) Communication
 - c) Disturbance
 - d) Receiver

SECTION B (TOTAL MARKS: 40)

*There are seven (7) short answer questions in this section.
Answer ALL questions.*

Question 1

Complete the cycle of Communication Process.



(4 Marks)

Question 2

State four (4) common ways to communicate.

- 1) _____
- 2) _____
- 3) _____
- 4) _____

(4 Marks)

Question 3

Fill in the blanks with the appropriate answer. The choices of answers are provided in the box below.

Sharing	Creativity
Communicate	Ideas
Think	Information

The art of listening includes 6 key aspects:

- 1) Releases _____
- 2) _____
- 3) Encourage people to _____
- 4) _____ outside the box
- 5) _____ ideas
- 6) Capturing key _____

(6 Marks)

Question 4

List five (5) traits of a good leader and provide one (1) example for each trait.

- 1) _____

- 2) _____

- 3) _____

- 4) _____

- 5) _____

(10 Marks)

Question 5

List five (5) skills needed for a good leader.

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

(5 Marks)

Question 6

State five (5) *Love Languages* in Leadership.

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

(5 Marks)

Question 7 (a) and (b)

Below are interpersonal communication methods, match them with the right advantages.

Marks)

7 (a)

Oral Communication
Written Communication
Non-verbal Communication

Advantages : Tangible and verifiable
Advantages : Supports other communication and provides observable expression of emotion and feelings.
Advantages: Speed and feedback

(3 Marks)

7 (b)

Oral Communication
Written Communication
Non-verbal Communication

Disadvantages : Time consuming and lack of feedback
Disadvantages: Misperception of body language or gestures can influence receiver's interpretation of message
Disadvantages : Distortion of the message

(3 Marks)

SECTION C (TOTAL MARKS: 50)

*There are five (5) short essay questions in this section.
Answer ALL questions.*

Question 1

State the definition and provide two examples EACH for these three (3) components of communication.

COMPONENTS OF COMMUNICATION	DEFINITION	EXAMPLES
Verbal Messages		
Paraverbal Messages		
Nonverbal Messages		

(9 Marks)

Question 2

From your own perspective, describe and define what is Cultural Differences and provide the two (2) examples.

<p>Definition</p>	
<p>Description</p>	
<p>Example 1</p>	
<p>Example 2</p>	

(4 Marks)

Question 3 (a) & 3 (b)

3 (a) Define 'miscommunication'

(2 Marks)

3 (b) Explain and provide one (1) example for each of the communication barriers.

BARRIERS OF COMMUNICATION	EXPLANATION	EXAMPLE
Semantic Barriers		
Emotional and Physiological Barriers		
Organizational Barriers		

Barriers in Superiors		

(8 marks)

Question 4

Identify the Cultural Differences between **Eastern Context (EC)** and **Western Context (WC)** in verbal or non-verbal communication.

STATEMENT	(EC) /(WC)
They tend to have an open discussion on most cases including things that considered taboo in eastern cultures.	
It is not proper to show the gestures of quiet and to just wave to say hello and good bye. The younger people are expected to do more than that.	
Ideas and discussion are meant to be displayed according to the need. It's never easy to talk about personal issues in front of the public.	
They can be wearing anything revealing to any occasion. As long as the dress	

code are obeyed.	
Smoking and walking casually in front of the elderly are considered to be normal.	

(5 Marks)

Question 5

Explain on four (4) stages of teamwork development and provide relevant one (1) relevant example for each stage.

- a) Forming
- b) Storming
- c) Norming
- d) Performing

STAGES	DEFINITION	ONE (1) EXAMPLE
Forming		
Storming		
Norming		
Performing		

(8 marks)

Question 6 (a) and (b)

6 (a) Identify the seven (7) stages of problem solving methods.

(6 mark)

6 (b) Using the statement given as the main problem, provide the explanation on how to use the seven (7) stages of problem solving methods. (8 marks)

“I need to finish my studies on time but I don’t think it’s possible, I could not afford to pay the fees, I failed my major papers and now I have no chance for scholarship.”

STAGES	EXPLANATION
Example: Stage 1- <u>Identifying Problem</u>	Example: 1) <u>Cannot finish study on time.</u> 2) <u>No money to pay the school fees.</u> 3) <u>Failed major papers.</u> 4) <u>No chance for scholarship.</u>
Stage 2 : _____	(2 marks)
Stage 3 : _____	(2 Marks)
Stage 4 : _____	(1 mark)
Stage 5 : _____	(1 Mark)
Stage 6 : _____	(1 mark)
Stage 7 : _____	(1 Mark)

**THE END OF THE QUESTION PAPER ~
ALL THE BEST!**