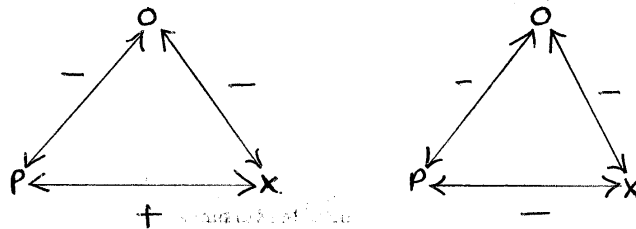


- f) List five biggest mistakes made by speakers. (5 marks)
 - g) List at least five guidelines for handling questions and answers in public speaking. (5 marks)
2. The Johari window configurations explain how the process of sharing of selves works by identifying four kinds of information.
- a) Illustrate further on those four kinds of information. (8 marks)
 - b) Although sharing involves some risks, we cannot completely avoid it. Show with examples how that risk is manifested in a situation where the six images of 'MY ME, MY YOU and MY YOUR ME' differ. (12 marks)
3. In public speaking, you are not only the author and performer, you are also your own producer and stage manager.
- a) Explain the precautions (stage management preparations) to take so as to be able to enjoy public speaking. (12 marks)
 - b) Speech delivery involves different techniques, analyze these in terms of advantages and disadvantages of each. (8 marks)
4. a) Human communication involves different levels of self-disclosure depending on the degree of acquaintanceship and intimacy among the interactants. Express your thoughts about these levels giving examples where necessary. (12 marks)
- b) All human communication interchanges are either symmetrical or complementary depending on whether they are based on equality or differences. Define these two terms and say how they affect human interaction. (8 marks)

5. Mary has a dog call Simba which she loves like a child. Mary also has a good friend - June. One day June tells Mary that she cannot stand Simba. When Mary hears this, she is very happy.
- a) Using Newcomb's strain towards symmetry model, show how balance between Mary and June regarding samba is achieved. (10 marks)
- b) A situation is balanced when the sum of the unit and affect relationship are positive. Using Heider's P-O-X perceptual balance model explain whether the two relationships below are balanced or unbalanced and why.



(10 marks)