



Communication Skills & Human Relation	First year / Second term 2020/2021
Credit Hours	Code No: Sup142
Day: Thursday	Date: 10/ 6 / 2021
Time Allowed: 2 hours	Total Grade: 50

Final Written Communication Skills & Human Relation Exam

Part I: Essay (20 Grades)

- 1- Communication is a continuous circular process by which information such as ideas and feeling is transmitted between people and their environment. **In light of this statement describe communication model (Berlo's model)** **(10 Grades)**

- 2- Describe Maslow's hierarchy of human needs? **(10 Grades)**

Part II: Fill in the blanks

(20 Grades)

1. Common characteristics of defense mechanisms are:
 - a-
 - b-
 - c-

2. Purposes of communication are :
 - a-
 - b-
 - c-
 - d-.....

3. Categories of conflict include:
 - a-
 - b-
 - c-
 - d-.....

4. Characteristics / Traits of emotionally mature people are:
 - a-
 - b-
 - c-
 - d-.....

5. Common defense mechanisms are:
 - a-
 - b-
 - c-
 - d-.....
 - e-.....



Part III: Multiple-choice question (4 Grades)

For each of the following multiple-choice question select the one most appropriate answer:

1- The starting point in achieving greater emotional control is to:

- a- Determine the source of emotional difficulties and factors that influence our emotional development.
- b- Learn to suppress your feelings as much as possible.
- c- See yourself as the helpless victim of feelings and have no control.
- d- Frequent use of vulgar language and raised voice.

2- A first year student failed in the exam, he feels sad, after that he assesses his defects and study hard for the next exam. The style that is followed would be?

- a- Accommodating her Emotions.
- b- Over expressing her Emotions.
- c- Capitulating to her Emotions.
- d- Suppressing her Emotions.

3-The following are all characteristics of emotions except:

- a- Emotions have wide range
- b- Emotion is a tripolar response
- c- Emotion is a weak, permanent feeling
- d- Emotions have swings.

4- Conflict occurs in 'layers'. First layer is always:

- a- Misunderstanding.
- b- Perception.
- c- Lack of planning.
- d- Unfulfilled expectations.



Part V: Read each statement and circle the letter (T) if the statement is true and the letter (F) if it is false: (6 Grades)

1.	Continually refusing to acknowledge the existence of certain painful experience or realities is adaptive behavior.	T	F
2.	(Suppressing emotions) style means you are willing to recognize, accept emotions and to attempt to react in ways appropriate to the situation.	T	F
3.	Conflict is the internal or external disagreement of differences in idea, values, or beliefs of two or more people	T	F
4.	Kinesis is the study of spatial relationships during personal transactions, use of space.	T	F
5.	Psychosomatic illnesses are physical disorders that result from stress.	T	F
6.	Lack of directed eye contact may be communicating avoidance.	T	F

Good Luck

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