



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi, Abuja
Faculty of Education
2020_1 Semester

PROGRAMME: M. ED
COURSE TITLE: PRINCIPLES OF INTERPERSONAL RELATIONSHIP
COURSE CODE: EGC811
CREDIT UNITS: 2
TIME ALLOWED: 2 HOURS
INSTRUCTIONS: ANSWER QUESTION NO. ONE (1) AND ANY OTHER TWO (2).

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QUESTION 1

- (a) (i) Highlight 10 barriers of communication in an organization like National Open University of Nigeria. (10mks)
- (ii) Enumerate any five (5) maintenance roles as a characteristic of a group in an Organization. (5mks)
- (b) State and explain briefly the stages of group development in an organization. (15mks)

QUESTION 2

- (a) Elucidate the five (5) factors that can lead to attraction in any given society. (10mks)
- (b) (i) Define Behavior Problem according to Weeles (1998). (5mks)
- (ii) Enumerate any five (5) sources of conflict in a school system. (5mks)

QUESTION 3

- (a) (i) Explain the term “*Trust*” according to Haynes (1996). (5mks)
- (ii) Enumerate five (5) ways for creating a welcoming environment in the school system. (5mks)
- (b) Explain the concept of basic human interaction in an organizational culture. (10mks)

QUESTION 4

Elucidate your understanding of the following terms:

- Impression management
- Verbal Impression Tactics
- Non-verbal Tactics
- Interpersonal Relationship
- Emotional strength (20mks)