



**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES &
EDUCATION**

HEC 412: COMMUNICATION AND LEADERSHIP

END OF SECOND SEMESTER FINAL EXAMINATIONS

LECTURER: J. MUZAMHINDO

DURATION: 3 HOURS

INSTRUCTIONS

Answer **THREE (3)** questions in all
All questions carry equal marks (20).
DO NOT repeat material.
Write legibly.

Question 1

Winston Churchill, one of the acknowledged great British Prime Ministers once said, 'the difference between mere management and leadership is communication'. Using this quotation as a starting point, define what is meant by the term "leadership". Show in what way effective communication is linked to effective leadership.

Question 2

Reflect on your definition of the term "leadership". How would you describe the leadership style of the former president of the United States, Barack Obama? Support your response in detail and with relevant examples.



Question 3

There are eight specific behaviours that leaders should endeavour to practice to build active listening skills (Robbins, Bergman, Stagg & Coulter 2003). Outline these behaviours in detail. Exemplify

Question 4

Goleman (2004) introduced the concept of **Emotional Intelligence** (EI) in leadership.

- (i) Define what is meant by the term Emotional Intelligence (EI)
- (ii) Outline the aspects that contribute to emotional intelligence in a leader
- (iii) Discuss briefly the importance of Emotional Intelligence (EI) in Leadership studies.

Question 5

"With integrity, you have nothing to fear, since you have nothing to hide. With integrity, you will do the right thing, so you will have no guilt." Using this quotation from American author Zig Ziglar, as a starting point, discuss in detail the qualities of a good leader.

Question 6

Reflect on your just ended Industrial Attachment/Internship.

- a) Discuss the leadership styles that were exhibited by those who were supervisors.
- b) What leadership qualities did they exhibit? Were they good or effective leaders? Justify with examples.

Important Note: Your writing should show and demonstrates

- (i) An analysis of the importance of communication and leadership from the perspective and your experience.
- (ii) Your response should be thoughtful, showing self-critique, analysis and integration of ideas/thoughts from the theories presented in class and from your readings.
- (iii) You should include specific examples from your own leadership experiences.
- (iv) Your writing should be about insights, personal reflections and lessons learnt

Question 7

What are the major sources of power available to political or organizational leaders? Refer to relevant theories to support your answer. Exemplify.

Question 8

Select any **four** from the following leadership theories. Write analytic notes on them, highlighting the pros and cons of each of the theories You can use diagrammatic illustrations to support and clarify your answer.

- (i) Great Man theory
- (ii) Trait theory
- (iii) Behavioural theory
- (iv) Contingency theory
- (v) Power and influence
- (vi) Transactional theory
- (vii) Leader- Member - Exchange (LMX) Theory

End of Paper