



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2013/2014

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR THE
CERTIFICATE IN SOCIAL WORK
(CITY CAMPUS)**

**ACW 0012: INTRODUCTION TO COMMUNICATION
SKILLS**

Date: 16th July, 2014

Time: 9.00 – 11.00 a.m.

INSTRUCTIONS:

- Answer ANY THREE questions.



ACW 0012: INTRODUCTION TO COMMUNICATION SKILLS

FIRST YEAR FIRST SEMESTER

CERTIFICATE IN SOCIAL WORK

KISUMU CAMPUS

Answer any **THREE** questions

1. Explain the functions of communication. (23.3 marks)
2. Examine the barriers to effective communication in an organization of your choice. (23.3 marks)
3. Describe the major categories of non-verbal communication. (23.3 marks)
4. a) Explain the nature of interpersonal communication? (5.3 marks)
b) Discuss the uses of interpersonal communication. (18 marks)
5. Highlight the strategies that one can use to improve their listening skills. (23.3marks)
6. Explain the use of any FOUR questioning techniques in communication. (23.3 marks)