



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**THIRD YEAR FIRST SEMESTER EXAMINATIONS FOR DIPLOMA IN
SOCIOLOGY AND ANTHROPOLOGY**

CITY CAMPUS

ADW 0105: INTRODUCTION TO COMMUNICATION SKILLS

Date 28th November, 2016

Time: 2.00 – 5.00pm

INSTRUCTIONS:

- Answer any **THREE** Questions.



1. a) Define the following terms:
 - i.) Communication (2marks)
 - ii.) Listening (2 marks)
 - iii.) Communication channels (2 marks)
 - iv.) Non-verbal communication (2 marks)
- b) Differentiate between formal and informal communication. (4marks)
- c) Discuss any **FIVE** aspects of the importance of communication. (11.3 marks)
2. a) Discuss **TWO** types of communication. (9.3marks)
- b) State any **FOUR** characteristics of silent listening. (4marks)
- c) State and explain any **FIVE** skills for effective communication. (10marks)
3. Discuss the elements of communication. (23.3 marks)
4. a) Explain any **FIVE** principles of effective communication. (11marks)
- b) Using relevant examples, discuss how you would use any **TWO** skills for effective communication to address the community as a social worker. (12.3marks)
5. State and explain any **SIX** channels of communication. (23.3marks)
6. a) State any **TWO** levels of communication. (2marks)
- b) Discuss the **THREE** modes of communication. (13.3 marks)
- c) Explain any **TWO** barriers to effective communication. (8marks)