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# AFRICA NAZARENE UNIVERSITY

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**CENTRE:** RONGAI  
**DEPARTMENT:** UNIVERSITY COMMON COURSES  
**UNIT TITLE:** COMMUNICATION AND STUDY SKILLS  
**UNIT CODE:** ENG 003  
**LECTURER:** PETER NJUKI NGARI  
**TRIMESTER:** 2<sup>ND</sup> TRIMESTER 2014/2015  
**DATE:** 15<sup>TH</sup> APRIL, 2015  
**TIME:** 9.00AM – 12.00PM

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**Instructions:**

1. Answer **ALL** questions.
2. Write all your answers in the answer booklet provided.
3. Time allowed: Three hours.

**SECTION A: COMMUNICATION (10 MARKS)**

- a) Discuss the **five** importance of effective communication within an organization. **(5 marks)**
- b) Explain **two** types of non-verbal communication giving clear examples. **(2 marks)**
- c) Explain **three** ways in which technology has enhanced communication. **(3 marks)**

**SECTION B: READING (10 MARKS)**

- a) Explain **SQ3R** as a strategy of effective reading. **(5 marks)**
- b) Briefly explain what you, as a student at the university level, need to do when involved in active reading. **(5 marks)**

**SECTION C: WRITING (10 MARKS)**

- a) Discuss the **three** main parts of a paragraph. **(3 marks)**
- b) Discuss **seven** stages in essay writing. **(7 marks)**

**SECTION D: SPEAKING (10 MARKS)**

- a) Briefly explain how you would improve your credibility as a public speaker. **(3 marks)**
- b) Explain **seven** strategies you would employ to manage stage flights. **(7 marks)**

**SECTION E: LISTENING (10 MARKS)**

- a) Briefly describe what critical listening entails. **(3 marks)**
- b) Explain **IS A FACT** method of helping one retain the content of a speaker's ideas. **(7 marks)**

**SECTION F: LIBRARY AND INFORMATION LITERACY (10 MARKS)**

- a) What is information retrieval? **(1 mark)**
- b) Name the **three** Boolean logic operators as used in information retrieval. **(3 marks)**
- c) Using relevant examples demonstrate the application of Boolean logic in information retrieval. **(6 marks)**