COMMUNICATION SKILLS (COMM 111) 1ST TRIMESTER 2013

**KENYA METHODIST UNIVERSITY**

**END OF 1ST TRIMESTER 2013 (SCHOOL BASED) EXAMINATION**

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| **FACULTY** |   | : | EDUCATION AND SOCIAL SCIENCES |
| **DEPARTMENT** | : | EDUCATION |
| **UNIT CODE** |   | : | COMM 111 |
| **UNIT TITLE** | : | COMMUNICATION SKILLS |
| **TIME** |   |   | : | 2 HOURS |

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**INSTRUCTIONS**

*Answer any three questions*

**Question One**

|  |  |  |  |  |  |
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| * Explain the SQ 3R reading strategy.
 |   |   |   |   | (10 Marks) |

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| * Identify five bad reading habits and explain how they affect reading efficiency.
 |   |   |   |   |   |   |   |   | (10 Marks) |

**Question Two**

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| * State and explain five types of libraries.
 |   |   |   |   | (10 marks) |

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| * Identify five sections of the library and explain how each of these sections is beneficial to you as a university student.
 |   |   |   | (10 Marks) |

**Question Three**

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| * Identify and explain five principles of effective communication.
 | (15 Marks) |

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| * Effective communication begins with effective listening. Justify this statement.
 |   |   |   |   |   |   |   |   | (5 Marks) |

**Question Four**

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| * State and explain the listening process.
 |   |   |   |   | (10 Marks) |

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| * Discuss five barriers to effective listening in a classroom situation and the measures to overcome those stated barriers.
 |   |   |   | (10 Marks) |

**Question Five**

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| * With use of relevant examples, state and explain four types of information sources meant to meet the needs of users of specific libraries.
 | (12 Marks) |

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| * Explain any four purposes of e-mails and memos
 |   |   | (8 Marks) |