COMMUNICATION SKILLS B(COMM 111) 3RD TRIMESTER 2015

**KENYA METHODIST UNIVERSITY**

**END OF 3'***RD '***TRIMESTER 2015 (FT) EXAMINATION**

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| **FACULTY** |   | : | EDUCATION, ARTS AND SCIENCES |
| **DEPARTMENT** | : | EDUCATION |
| **UNIT CODE** |   | : | COMM III |
| **UNIT TITLE** | : | COMMUNICATION SKILLS |
| **TIME** |   |   | : | 2 HOURS |

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**INSTRUCTIONS**

* *Answer any three questions*

**Question one**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| * Outline any four types of interviews.
 |   |   |   |   | (8 Marks) |
| * Discuss the six stages of the listening process giving relevant examples to support your discussion.
 |   |   |   |   |   |   | (12 Marks) |

**Question Two**

|  |  |  |
| --- | --- | --- |
| * Discuss any five categories of non-verbal communication.
 |   | (10 marks) |
| * You are the Manager of a section in your organization. You have noticed that many of your members come to work late. You have been authorized by the Director of the organization to write a memo to all your section members on this. Write the memo.
 |   |   |   |   | (10 marks) |

**Question Three**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| * Discuss any five barriers to effective listening and state how one could overcome them.
 |   |   |   |   |   |   |   | (10 marks) |
| * Discuss any five advantages of taking notes during a listening session.
 |   |   |   |   |   |   |   |   |   |   |   | (10 marks) |

**Question four**

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| --- | --- | --- | --- | --- | --- |
| * Explain five importance of good writing.
 |   |   |   |   | (10 marks) |
| * Below is a list of books consulted by a university student while doing their term paper. Prepare a reference list using the APA citation system.
 |   |   |   |   |   |   |   |   |   |   |   |   | (10 marks) |

* Bukanya Austin, Meshac Gadanja and Joseline Nandwa (2007) oral literature, Nairobi Longhorn publishers
* David Mulwa (2002) clean Hands oxford University press Nairobi
* Potent Ash Lawrence Kibera and Kahiga Sam East African Education Publishers Nairobi (1968)
* Chuan L (2003) Chinese Herbal Medicine in parent No.2002, 12 Nairobi Stellah Consult Ltd
* Mwawasi Benjamin lecture Notes 17th June 1972 Kenya Methodist University Mombasa campus.

**Question five**

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| * Discuss any five types of essays learnt in your communication skills course.
 |   |   |   |   |   |   |   |   |   |   |   | (10 marks) |
| * Discuss five effective communication strategies.
 |   |   | (10 marks) |