

COURSE CODE : COMM 111
COURSE TITLE : COMMUNICATION SKILLS

INSTRUCTIONS

- *Answer any THREE Questions*

Question 1

- a) Define the term communication as applied in communication skills (6 marks)
- b) Outline the factors which affect effective communication (10 marks)
- c) Explain what you understand by
- (i) Communication is a process (4 marks)
 - (ii) Communication is irreversible (3 marks)

Question 2

- a) Identify and explain five reasons why effective communication is important in any business organization (10 marks)
- b) Explain the advantages and disadvantage of grapevine communication (7 marks)
- c) Discuss factors associated with good listening skills. (6 marks)

Question 3

- a) Differentiate between reading and studying giving examples (8 marks)
- b) What you understand by:-

- i) Extensive reading (3 marks)
- ii) Intensive reading (3 marks)
- iii) Light reading (3 marks)
- c) Discuss the main objectives of reading (6 marks)

Question 4

- a) Discuss the major roles and functions of a library with reference to a University Library (8 marks)
- b) What is a catalogue?
 - i) Why is it necessary in Library (4 marks)
 - ii) List and explain the uses of **three** forms of a catalogue (5 marks)
- c) Explain the uses of Bibliography and reference lists as used in writing an essay marks (6 marks)