

COURSE CODE : COMM 111
COURSE TITLE : COMMUNICATION SKILLS

INSTRUCTIONS

- *Answer a total of THREE Questions.*
- *Question ONE is compulsory*

Question 1

- a) Communication can be verbal or non-verbal. In verbal communication both written and unwritten communication means are used. Compare and contrast written and oral communication. (20marks)
- b) Briefly describe a communication incident and list the barriers to communication which prevented the right message getting through. (4marks)
- c) With examples, explain three components of the communication process. (6marks)

Question 2

- a) Interviews are a means of collecting/extracting information from the interviewee. However, this process is faced with a number of problems. Establish the problems and discuss how these problems may affect the objectives of an interview. (10marks)
- b) There are different types of interviews that take place in any organization; but their structure is generally the same. Briefly explain various activities that take place in the pre-interview stage. (10marks)

Question 3

- a) Speech anxiety can be a major hindrance to delivering a presentation effectively.

Outline and discuss at least five strategies for managing speech anxiety.

(10marks)

- b) Participants in any meeting must develop a number of skills and professional practices if they are to make a positive and effective contribution. Discuss five of these skills.

(10marks)

Question 4

- a) Visual aids simplify the communication process. Discuss the consideration to make for effective use of visual aids. (10marks)

- b) **ALBERT EISTERN** once said “if I can’t see it I don’t understand it”. Someone else said, “A picture is worthy a thousand words.”

Comment on this statement in the light of your understanding of visual aids in communication. (10marks)

Question 5

Imagine you are the class representative of your class. Write a memo to all the students in your class informing them of the following:

- a) The nature of the handout you have been given by the lecturer.

- b) Where, when and how to pick it.

- c) What assignment to do after reading it. (20marks)