UNIVERSITY EXAMMINATION 2013/2014

SCHOOL OF SOCIAL SCIENCES

DEPARTMENT OF ENGLISH AND FOREIGN LANGUAGES

ALL BACHELORS

REGULAR

UNIT CODE: BUCU001 UNIT TITLE: COMMUNICATION SKILLS

DATE: AUGUST MAIN EXAM TIME: 2HRS

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

1. a) Distinguish between interpersonal and intrapersonal communication (4marks)

b) Identify 5 types of reading skills (5marks)

c) Discuss any three styles of listening (6marks)

d) Discuss three functions of communication (3marks)

e) Discuss three forms of catalogues (6marks)

f) Using a diagram, illustrate schramm’s model of communication (5marks)

1. a) Discuss at least any 5 elements of communication (10marks)

b) Evaluate any 5 qualities of effective communication (10marks)

1. a) Assess the importance of listening (10marks)

b) Discuss 5 stages of listening process (10marks)

1. a) Discuss 5 guidelines for effective note taking (10marks)

b) Identify any 5 types of library (5marks)

c) List any 5 collections in a library (5marks)

1. a) Discuss 4 main purposes of reading (8marks)

b) Evaluate 6 ways in which you can survey a book when reading (12 marks)