

**Mount Kenya**



**University**

**UNIVERSITY EXAMINATION 2017/2018**

**SCHOOL OF SOCIAL SCIENCES  
DEPARTMENT OF LANGUAGES AND HUMANITIES**

**ALL BACHELORS  
SCHOOL BASED/DIBL**

**UNIT CODE: BUCU001**

**UNIT TITLE: COMMUNICATION SKILLS**

**DATE: AUGUST, 2018**

**SPECIAL/SUPP**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- **ANSWERS QUESTION ONE AND ANY OTHER TWO QUESTIONS.**

**Question One**

- a) Show the difference, using an example in each case between skimming and scanning. (6 Marks)
- b) Explain any six ways in which people communicate non-verbally. (6 Marks)
- c) Discuss the various ways in which information technology can be used as a tool for communication. (10 Marks)
- d) The listening process can be affected by several barriers. Explain (8 Marks)

**Question Two**

- a) Effective communication has several principles. Discuss any five of those. (10 Marks)
- b) Discuss any five poor reading habits and show how they can be overcome. (10 Marks)

**Question Three**

- a) Discuss the SQ3R strategy of reading. (10 Marks)

- b) Explain the different ways in which people communicate non-verbally. (10 Marks)

**Question Four**

- a) Discuss the barriers to effective communication. (10 Marks)
- b) Discuss any five types of listening. (10 Marks)

**Question Five**

- a) Show your knowledge of any five types of libraries. (10 Marks)
- b) Discuss the various types of essays. (10 Marks)