

EXAMINATION FOR THE AWARD OF DIPLOMA (COMMUNITY DEVELOPMENT)

COMS 0101: INTRODUCTION TO COMMUNICATION SKILLS

STREAMS: ODEL

Instructions: Answer three questions. Question one is compulsory

1a) Highlight the key elements of communication showing clearly how they are interrelated. (10 marks)

b) Identify the different types of barriers and illustrate how they may hinder the communication process (10 marks)

c) Expound on the functions of nonverbal cues during the communication process (10 marks)

2) Discuss the different types of listening during communication and highlight the features of each (20 marks)

3) Explain the key steps that should be followed in preparing a public speech (20 marks)

4) Discuss the different types of reading and show the relevance of each in the university context (20 marks)

5) Identify the different types of libraries and explain their usefulness in advancement of knowledge (20 marks)

EXAMINATION FOR THE AWARD OF THE DEGREE OF BACHELOR OF COMMERCE

COMS 101: INTRODUCTION TO COMMUNICATION SKILLS

STREAMS: O DEL

Instructions: Answer three questions, question one is compulsory

1a) Identify the different types of noise that are likely to inhibit the communication process
(10marks)

b) Examine the key principles that guide the communication process (10 marks)

c) Describe the key activities in the listening process (10 marks)

2) Identify the importance with appropriate illustrations the importance of good public speaking skills (20 marks)

3) Communication is a process that operates as a system with integrated components. Discuss (20 marks)

4) Identify common poor reading habits illustrate how each can be addressed for effective reading (20 marks)

5) a) Highlight the services that can be offered in a library (10 marks)

b) Identify the different sections in a library and explain the type of reading materials found in each (10 marks)