

CHUKA



UNIVERSITY

UNIVERSITY SUPPLEMENTARY/SPECIAL EXAMINATIONS.

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMMUNITY DEVELOPMENT

COMS 00100/00121: INTRODUCTION TO COMMUNICATION SKILLS

STREAMS: CERT Y1S1

TIME: 2 HOURS

DAY/DATE: THURSDAY 26/07/2018

2.30 P.M - 4.30 P.M

INSTRUCTIONS

- Answer question ONE and any other TWO Questions

- Using examples, explain the following terms as used in communication
 - Grape vine communication
 - Medium
 - Feedback
 - Encoding
 - Decoding

[10 Marks]
 - Using relevant examples, explain factors to consider while writing an order letter

[10 Marks]
 - People read for various purposes. Explain any five such purposes

[10 Marks]
- Discuss a step by step process of writing a business report.

[20 Marks]
- Explain five features of a well written paragraph

[10 Marks]
 - Explain five factors to consider before delivering a speech

[10 Marks]
- Explain five levels at which communication occurs

[20 Marks]

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