

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
EMBU CAMPUS**

EXAMINATION FOR THE AWARD OF CERTIFICATE IN CRIMINOLOGY

COMS 00101: COMMUNICATION SKILLS

STREAMS:

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/04/2018

11.30 P.M – 1.30 P.M

INSTRUCTION:

- **Answer question one and any other two questions**
1. (a) Define the following terms as used in communication skills
 - (i) Intrapersonal communication. [2marks]
 - (ii) Non-verbal communication. [2marks]
 - (b) Discuss four services that a good library should offer. [4marks]
 - (c) State four poor reading habits and suggest a remedy for each. [8marks]
 - (d) Explain briefly three tips for effective note-taking in a lecture. [6marks]
 - (e) Differentiate between a special library and a digital library. [2marks]
 - (f) State any six levels of listening. [6marks]
2. (a) Differentiate between listening and hearing. [8marks]
 - (b) Effective listening requires conscious efforts and practice. Discuss some of the listening barriers and how to overcome them. [12marks]
3. (a) With a help of a diagram, describe the process of communication. [12marks]
 - (b) Explain the SQ3R method of reading. [8marks]

4. (a) The use of diagrammatic displays is a good way of presenting information. Provide reasons why diagrams are effective ways of presenting information. [12marks]
- (b) Explain the features of academic writing. [8marks]
5. You have been invited to present a lecture on drugs and substance abuse .
- (a) Explain how you would prepare for the lecture. [10marks]
- (b) Explain any five qualities of a good public speaker. [10marks]
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