

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

RESIT EXAM

EXAMINATION FOR BACHELOR OF DIPLOMA

PCOS 0131/ 0111: COMMUNICATION SKILLS

STREAMS: DIP.

TIME: 2 HOURS

DAY/DATE: TUESDAY 17/11/2020

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS: Answer ALL the questions

1. Using relevant examples, discuss the reading strategy/ formular. (20 marks)
 2. Highlight the characteristics of a good public speaker. (20 marks)
 3. Show your understanding of the concept of communication by discussing any one model of communication. (20 marks)
 4. Discuss the barriers to effective listening. (20 marks)
 5. Discuss the role of the library and the services that libraries offer. (20 marks)
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