

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF OF CERTIFICATE

COMS 00101: INTRODUCTION TO COMMUNICATION SKILLS

STREAMS: CERT (ODEL)

TIME:2 HOURS

DAY/DATE: WEDNESDAY 11/12/2024

2.30 P.M. –4.30 P.M.

INSTRUCTIONS.

- Answer three questions
- Question one is compulsory

1. (a) Define the following terms

(i) Communication [2 marks]

(ii) Listening [2 marks]

(iii) Hearing [2 marks]

(b) Differentiate between intra-personal communication and inter-personal communication. [4 marks]

(c) Explain any five barriers that hinders effective communication. [5 marks]

(d) Written communication involves writing words that we want to communicate. State the advantages and disadvantages of written communication. [5 marks]

(e) Discuss various elements of communication. [10 marks]

2. (a) Discuss five factors that may contribute to poor listening. [15 marks]

(b) How can the listener address habits of poor listening. [5 marks]

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3. Discuss the SQ3R reading formula. [20 marks]
4. (a) A good speaker requires basic speaking skills. Identify any five such skills. [5 marks]
- (b) Explain steps involved in preparing for a public speech. [15 marks]
5. (a) Outline stages in listening process. [10 marks]
- (b) Examine various types of listening. [10 marks]
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