



**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF CERTIFICATE**

**COMS 00101: INTRODUCTION TO COMMUNICATION SKILLS**

**STREAMS:**

**TIME: 2 HOURS**

**DAY/DATE: WEDNESDAY 18/12/2024**

**2.30 P.M – 4.30 P.M**

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**INSTRUCTIONS:**

**Answer three questions**

**Question one is compulsory**

1. a) Explain three categories of communication. (6 marks).  
b) Explain the difference between Listening and Hearing in communication. (6 marks)  
c) Discuss six types of reading. (12 marks).  
d) Outline the importance of taking notes in the process of reading. (6 marks).
  2. Using a model of your choice, explain the process of communication. (20 marks).
  3. Communication process is guided by various principles. Discuss. (20 marks).
  - 4 a) Briefly explain the different types of libraries. (10 marks).  
b) Describe various reference materials found in the library. (10 marks).
  5. Explain the key steps that should be followed in preparing a public speech (20 marks)
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