



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY  
SCHOOL OF SPATIAL PLANNING  
UNIVERSITY EXAMINATION FOR THE DIPLOMA IN DISASTER MANAGEMENT  
SEMESTER 2016/2017 ACADEMIC YEAR**

**CENTRE: NAIROBI CITY CAMPUS**

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**COURSE CODE: EEL 2115**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM: SPATIAL PLANNING**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer question 1 ( compulsory ) and ANY other 2 questions.**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room.**

## **SECTION A**

- a. Describe the two types of communication (1 marks)
- b. With a well labeled diagram, explain the various components of communication process (6 marks)
- c. Explain the ways of improving communication skills as a communicator (3 marks)
- d. Discuss the importance of proper communication in disaster preparedness and mitigation (3 marks)
- e. List the four types of communication (4 marks)
- f. State the 7C's of communication (4 marks)
- g. Explain why it is important for a disaster manager possess strong critical thinking and problem solving abilities (3 marks)
- h. Explain effective study skills you can apply when studying as a student (3 marks)
- i) Identify and explain the types of reading and their examples (3 marks)
- j. List the advantages of note taking (4 marks)
- k. How can communicators overcome listening barriers (3 marks)

## **SECTION B**

- 2. (a) There are various barriers to effective communication, identify and describe these barriers (10 marks)
- (b) PQRST method is an acronym to focus on key information when studying from books. This method prioritizes the information in a way that relates directly to how individuals will be asked to use that information in an exam. Discuss (10 marks)

3. (a) SQ3R study method has been a proven way to sharpen study skills. It is a good slogan to commit to memory to carry out an effective study strategy. What does SQ3R mean, explain each method (10 marks)

(b) As a student, you must get acquainted with reading skills. Discuss what to do when reading (6 marks)

(c) Explain with examples the distinctions between emphatic and critical listening (4 marks)

4. (a) Explain the criteria of selecting the right book in a library (10 marks)

(b) Students spend more time in class listening to lectures. Discuss how using various strategies can improve the students listening skills (10 marks)

5. (a) Explain the importance of listening skills to students (10 marks)

(b) Explain the stages of listening process (10 marks)