



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF HUMANITIES AND SOCIAL SCIENCES**

**DEPARTMENT OF LINGUISTICS, LANGUAGES AND LITERATURE**

**UNIVERSITY EXAMINATION FOR THE DIPLOMA IN COMMUNITY**

**HEALTH AND DEVELOPMENT**

**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2017/2018 ACADEMIC YEAR**

**KISII CAMPUS**

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**COURSE CODE: ZEL 2115**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAM VENUE:**

**STREAM:**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer Question ONE (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 roo**

#### 4. QUESTION ONE

- a) Define the term communication skills (4marks)
- b) Give four reasons why you study communication skills (8marks)
- c) State and explain four barriers to effective communication in an organization (8marks)
- d) Explain five factors to consider about an audience for effective speech delivery (10marks)

#### QUESTION TWO

- a) Giving examples for each, explain the difference between skimming and scanning in reading
- b) State the five points to consider in order to take notes effectively for academic purposes (10marks)

#### QUESTION THREE

- a) State and explain any five non-verbal cues that you can use to successfully deliver a speech (10marks)
- b) What are the challenges the audience may face that may prevent them from effectively listening to a lecture (10marks)

#### QUESTION FOUR

- a) Discuss the types of meetings that can held in a given organization (20marks)

#### QUESTION FIVE

- a) Discuss five methods of delivering content in a lecture (10marks)
- b) State and explain the features of an academic paper (10marks)