



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

UNIVERSITY EXAMINATIONS 2012/2013

**1ST YEAR 1ST SEMESTER EXAMINATION FOR THE DIPLOMA
IN COMMUNITY HEALTH AND DEVELOPMENT**

(KISII)

COURSE CODE: EEL 2115

COURSE TITLE: COMMUNICATION SKILLS

DATE:13/8/2013

TIME: 2.00-3.30 PM

DURATION: 1.30 HOURS

INSTRUCTIONS

- 1. This paper consists of two sections A and B.**
- 2. Answer Question 1 (Compulsory) and any other 2 questions.**
- 3. Write your answers on the answer booklet provided.**

SECTION A QUESTION 1 (30Marks)

- (a). Define effective communication. (3mks)
- (b). Identify and briefly explain any three barriers to communication. (3mks)
- (c). Assuming that you have been invited for an interview, explain how you will conduct yourself to remain relevant during the interview. (3mks)

(d). Read the poem below then answer the questions that follow:

The Paradox

In the high blaze of noon my heart grew sick

To hear the tapping of the blind man's stick:

Where the gold gorse beggars its treasury,

To pass and never see!

To walk and never look upon his way

For him there is no day.

But in a moonless darkness muffled deep

With fog, his tapping signaled through my sleep:

I heard him pass, secure as he would have done

A seeing man in sun

Treading erectly down a road of light...

For him there is no night.

- i. With appropriate illustrations from the poem, explain any three non-verbal cues you would use when reciting this poem to an audience. (3mks)
- ii.
- iii. Explain the voice qualities you will employ to convey the intended meaning and the right mood of the poem to the listeners. (3mks)

(e) Identify any three poor reading habits. (3mks)

(f) Explain the difference in meaning of the following sentences: (3mks)

- I. Only Jemimah took photographs of the lions.
- II. Jemimah only took photographs of the lions.
- III. Jemimah took photographs of the lions only.

(g) In a group discussion session, how does one know that it is his turn to speak? (3mks)

(h) Outline the key considerations that one should take into account when giving instructions. (3mks)

(i) Arrange the following texts in the right order in which they would be found in a bibliography: (3mks)

- a. Goleman, Daniel. *Working with Emotional Intelligence*, Bloomsbury, 1998.
- b. Pease, Allan. *Body Language; How to Read Others' Thoughts by their Gestures*, Sheldon Press, 1997.
- c. Argyle, Michael. *The Psychology of Interpersonal Behaviour*, Harmondsworth; Penguin Books, 1995.

SECTION B: (30Marks)

1. (a) List any **three** media of communication. (3mks)

2. (b) For each medium of communication, highlight two merits and two demerits. (12mks)

3. Assume that you are talking to some listeners. After a while, you notice that some of them are yawning, dozing off, looking elsewhere and even talking among themselves. Identify and briefly explain any five likely causes of this behavior. (15mks)

4. (a) What is effective communication? (3mks)
(b) Discuss any three principles of effective communication. (12mks)

5. You have been invited to offer a talk to a group of farmers on Environmental Conservation.
 - (i) What preparations will you make in order to deliver a relevant speech? (2mks)

 - (ii) Explain any **five** possible ways in which you will begin your talk. (5mks)

 - (iii) In which ways can you end/ finish your talk? (5mks)

 - (iv) How will you ensure that you engage your listeners and hold their attention throughout the talk? (3mks)

END