

**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY  
KISII LEARNING CENTRE**

**SCHOOL OF HEALTH SCIENCES**

**EXAMINATION FOR DIPLOMA IN COMMUNITY HEALTH  
DEVELOPMENT: Y1S1**

**EEL2115: COMMUNICATION SKILLS    AUGUST 2013**

**TIME: 3HOURS**

**INSTRUCTIONS**

- i. Answer question 1 (compulsory) and any other 2 questions.
- ii. Write your answers in the booklet provided.
- iii. Number your answers clearly.

(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. 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.

2.(a) List any three media of communication. (5mks)

(b) For each medium of communication, highlight two merits and two demerits. (15mks)

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? (5mks)

(b) Discuss any three principles of effective communication. (15mks)

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. (10mks)

(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**