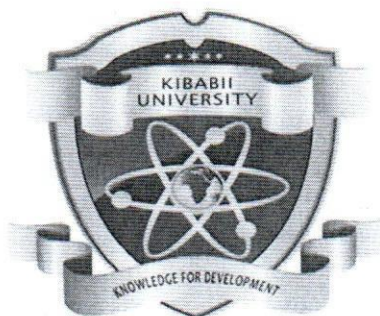


10 10



*(Knowledge for Development)*

**KIBABII UNIVERSITY**

**(KIBU)**

**UNIVERSITY EXAMINATIONS**

**2022/2023 ACADEMIC YEAR**

**MAIN**

**FIRST YEAR FIRST SEMESTER**

**FOR THE CERTIFICATE IN**

**CRIMINOLOGY & SOCIAL WORK**

**COURSE CODE: CSD 002**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE: 19<sup>TH</sup> DECEMBER 2022**

**TIME: 2PM-4PM**

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**INSTRUCTIONS TO CANDIDATES**

*Answer question one (compulsory) and any other two questions*

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

1. COMMUNICATION SKILLS
  - a. Define Communication. 2 Marks
  - b. Discuss the characteristics of intra-personal communication. 6 Marks
  - c. Success of any organization can be measured by its successful means of communication. Discuss. 6 Marks
  - d. Distinguish between the following; 8 Marks
    - I. Therapeutic and Discriminative Listening.
    - II. Word by word and Light Reading
    - III. Non-verbal and Verbal communication
    - IV. Encoding and decoding
  - e. Imagine you are in a conference and the audience are not paying attention, some are murmuring and others are dozing. What do you think could be wrong with the speaker? 8 Marks
  
2. LISTENING SKILLS.
  - a) Explain 4 poor listening habits. 4 Marks
  - b) Describe Listening Process. 16 Marks
  
3. WRITING SKILLS.
  - a) Define Writing and explain its relevance to your course. 10 Marks
  - b) Peer editing is one of the elements in writing process. Explain its importance in writing process. 10 Marks
  
4. READING SKILLS.
  - a) Reader related factor is one of the barriers that affects effective reading. Support this statement. 10 Marks
  - b) Explain 5 types of Reading. 10 Marks
  
5. ORAL PRESENTATION SKILLS.
  - a) Briefly discuss 4 types of Speech delivery. 8 Marks
  - b) Develop varying color schemes for dress code to the following functions. 12 Marks
    - i. Meeting at work
    - ii. Church service
    - iii. Political Rally
    - iv. Team building with classmates.