



(Knowledge for Development)

KIBABII UNIVERSITY
UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR

MAIN

FIRST YEAR FIRST SEMESTER

FOR THE DIPLOMA

IN

CRIMINOLOGY AND SOCIAL WORK

COURSE CODE: DCR 054

COURSE TITLE: COMMUNICATION SKILLS

DATE: 22ND DECEMBER 2022

TIME: 2PM-4PM

INSTRUCTIONS TO CANDIDATES

Answer question one (compulsory) and any other two questions

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over

1. COMMUNICATION SKILLS

- a. Define communication and state one reason why it is unavoidable. (3mks)
- b. Describe the interrelationship between the following terms;
 - i. Discriminative and comprehensive listening. (2mks)
 - ii. Encoding and Decoding. (2mks)
 - iii. Intensive and extensive reading. (2mks)
 - iv. Sentence and Paragraph. (2mks)
- c. State any 3 reasons why you should avoid plagiarism. (3mks)
- d. State 4 characteristics of transformational communication. (4mks)
- e. Discuss noise as a factor affecting normal communication process. (6mks)
- f. Explain how a speech can be fine-tuned to respond Aristotelian pillars of persuasion. (6mks)

2. LISTENING SKILLS

- a. Define listening and provide its category as a language skills. (3mks)
- b. State and Explain 4 listening styles. (8mks)
- c. Discuss listening process. (9mks)

3. READING SKILLS

- a. Define reading. (2mks)
- b. Explain how you can improve you reading skills. (8mks)
- c. Explain reader related factor as a barrier to effective reading. (10mks)

4. WRITING SKILLS

- a. Briefly explain nature, purpose and scope of writing. (6mks)
- b. Explain 3 ways how you can achieve coherence in writing. (6mks)
- c. Define plagiarism and how to avoid it. (8mks)

5. ORAL PRESENTATION SKILLS

- a. Explain factors to consider when preparing a speech. (8mks)
- b. Identify and explain 3 sources of stress. (6mks)
- c. Briefly explain 3 pillars of persuasion and their importance to your course. (6mks)