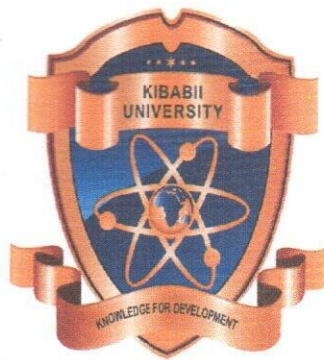




(Knowledge for Development)
KIBABII UNIVERSITY
(KIBU)

UNIVERSITY EXAMINATIONS
2024/2025 ACADEMIC YEAR

END OF SEMESTER EXAMINATIONS
YEAR ONE SEMESTER ONE EXAMINATIONS

FOR CERTIFICATE /DIPLOMA
(INFORMATION TECHNOLOGY)

COURSE CODE : DIT 0560/ ITC 016
COURSE TITLE : COMMUNICATION SKILLS

DATE: 21/01/2025 TIME: 11.00 A.M. - 1.00P.M. 2HRS

INSTRUCTIONS TO CANDIDATES
ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (COMPULSORY – 30 MARKS)

- a. Define communication and explain its importance in both daily life and professional settings. [4 Marks]
- b. List and describe the four main types of communication, providing an example for each. [6 Marks]
- c. Describe the communication process and discuss strategies to overcome barriers. [6 Marks]
- d. Explain how effective communication benefits personal and professional relationships. Provide examples. [6 Marks]
- e. Identify two common barriers to communication and suggest ways to overcome them. [4 Marks]
- f. Discuss the importance of cultural sensitivity and diversity in communication. Provide an example. [4 Marks]

QUESTION TWO (15 MARKS)

- a. Explain how effective communication can be practiced in a classroom setup. [4 Marks]
- b. Discuss three key strategies for achieving effective communication in meetings and formal discussions. [6 Marks]
- c. Reflect on a time when poor communication affected your understanding or performance in a professional or educational setting. Analyze the causes and suggest steps to prevent similar issues. [5 Marks]

QUESTION THREE (15 MARKS)

- a. Outline the principles of structure and style in professional writing. [3 Marks]
- b. Describe the components of a formal email, and explain why each is important. [6 Marks]
- c. Explain two methods for making written communication clear and concise. Provide examples for each. [6 Marks]

QUESTION FOUR (15 MARKS)

- a. Discuss the significance of emotional intelligence in communication and its four main components. [6 Marks]
- b. Imagine you are mediating a conflict between two team members. Describe how you would use active listening and collaborative problem-solving to help them resolve their differences. [5 Marks]
- c. Explain how feedback contributes to the communication process and describe the elements of effective feedback. [4 Marks]

QUESTION FIVE (15 MARKS)

- a. List three best practices for using visual aids in a presentation and explain their importance. [6 Marks]
- b. Describe two strategies for simplifying complex information in a presentation. [4 Marks]
- c. You are presenting quarterly financial results to a non-financial audience. Explain how you would structure the presentation and use visuals effectively. [5 Marks]