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**UNIVERSITY EXAMINATIONS**

**FIRST YEAR**

**MAIN EXAMINATIONS**

**FOR THE DIPLOMA  
OF  
CRIMINOLOGY & SOCIAL WORK**

**COURSE CODE: DCR/DSC 054**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE: 4<sup>TH</sup>/AUGUST/2023**

**TIME: 8AM-10AM**

**INSTRUCTIONS TO CANDIDATES**

Answer question one (compulsory) and any other two questions

TIME: 2 Hours

This Paper Consists of 2 Printed Pages. Please Turn Over 

## 1. COMMUNICATION SKILLS

- a) Define Communication and why it is unavoidable. 3 Marks
- b) Differentiate between transformational and social communication 4 Marks
- c) State and explain 2 listening styles according to Watson, Barker and Weaver (1995) 4 Marks
- d) State 3 characteristics of a successful study groups. 3 Marks
- e) Explain Text related factor as a barrier to effective reading. 3 Marks
- f) Differentiate between extemporaneous and impromptu speech. 4 Marks
- g) Briefly discuss key stages in the process of communication. 6 Marks
- h) State 3 characteristics of group communication. 3 Marks

## 2. LISTENING SKILLS

- a) State and Explain FOUR guidelines for effective listening. 8 Marks
- b) Discuss forms of listening according to Wolvin and Coakly. 12 Marks

## 3. READING SKILLS

- a) Explain how you can improve your reading skills. 8 Marks
- b) State and explain types of Reading. 12 Marks

## 4. WRITING SKILLS

- a) An effective writer must strive to have both sentences and paragraphs connected in a text. Explain how a writer can achieve this. 8 Marks
- b) State and explain elements of effective writing. 12 Marks

## 5. ORAL PRESENTATION

- a) State and Explain 3 Public skills. 6 Marks
- b) Explain how a speech can be fine-tuned to respond to the Aristotelian pillars of Persuasion. 14 Marks