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UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION

FOR THE CERTIFICATE IN CRIMINOLOGY & SOCIAL WORK

COURSE CODE: CSD 002

COURSE TITLE: BASIC COMMUNICATION SKILLS

DATE: ~~21ST APRIL, 2018~~

TIME: 9.00 - 11.00AM

2/10/2018

INSTRUCTION TO CANDIDATES

Answer Question **ONE** and any other **TWO** Questions. Avoid duplication of materials.

TIME: 2 Hours

This Paper Consists of 3 Printed Pages. Please Turn Over. ►

QUESTION ONE - COMPULSORY (30 MARKS)

- a) Explain using examples the following types of communication (8 marks)
- i. Graphic communication
 - ii. Verbal communication
 - iii. Intra personal communication
 - iv. Mass communication
- b) Mention FOUR strategies to effective listening (4 marks)
- c) Describe the communication process (5 marks)
- d) Identify the information found on the following parts of a book (6 marks)
- i. Appendix
 - ii. Book cover
 - iii. Title page
- e) Mention FOUR things you would do to ensure success in an interview (4marks)
- f) How can the following aspects help a speaker to give his speech appropriately? (3marks)
- i. Visual aids
 - ii. Language
 - iii. A decent wardrobe

QUESTION TWO (20 MARKS)

- a) Write an essay on misappropriation of funds by Kenyan leaders in the counties (10 marks)
- b) Explain FIVE barriers to effective communication. (5 marks)
- c) Identify and explain FIVE ways to avoid stage fright. (5 marks)

QUESTION THREE (20 MARKS)

- a) Describe briefly the three parts of an essay. (6 marks)
- b) Explain the following types of essays using examples
- i. Description (4 marks)
 - ii. Argumentation (4 marks)
 - iii. Narration (3 marks)
 - iv. Exposition (3 marks)