



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2015/2016

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF EDUCATION ARTS WITH INFORMATION
TECHNOLOGY**

MAIN CAMPUS

AEN 105: COMMUNICATION SKILLS

Date: 12th January, 2016

Time: 2.00 - 4.00pm

INSTRUCTIONS:

- Answer Question ONE and any other TWO questions.
- Marks are as allocated after each item

1. A) Explain the process of communication (20mks)
B) Discuss any 4 barriers of communication the context of a lecture
2. Listening is an inconspicuous yet complex process. Describe each stage of this process, and then suggest any **three** ways that demonstrate that indeed effective listening is taking place.(20mks)
3. Explain the study strategy that best suits academic revision (20mks)
4. a) Explain any four micro skills of speaking.
b) Nonverbal communication is crucial for total transmission of meaning. List the four categories on non - verbals and show how they influence communication. (20 Mks)
5. a)What is a library catalogue (5Mks)
b) Distinguish the Dewey Decimal system of classification from the Library of Congress classification (15Mks)