



WI-2-60-1-6

JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY
UNIVERSITY EXAMINATIONS 2016/2017

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF

HRD 2101: COMMUNICATION SKILLS

DATE: DECEMBER, 2016

TIME: 2 HOURS

INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE

- (a) Briefly highlight any four (4) tactics one can apply to overcome stage-fright (2 marks) *- reading by pre-practice*
- (b) List and explain any four (4) aspects of effective communication (4 marks)
- (c) Distinguish between pragmatics and haptics (4 marks)
- (d) With examples describe the techniques one can use to be an efficient listener (4 marks)
- (e) Using a diagram, illustrate the communication process (6 marks)
- (f) State and explain four (4) goals of communication (4 marks)
- (g) List and briefly explain any three barriers to effective communication (6 marks)

QUESTION TWO

- (a) Identify and briefly explain five functions of nonverbal communication. (10 marks)
- (b) Any students exhibit bad reading habits exhibited. Identify any four such habits and explain how one can (10 marks)

QUESTION THREE

- (a) With examples explain the factors that affect face-to-face communication. (12 marks)
 - (b) Exposition helps readers understand something. Explain and identify the different types of exposition. (8 marks)
- Physical distractions
Language barriers
Sender characteristics
Receiver characteristics*

QUESTION FOUR

- (a) You have been invited for an interview. Identify any five (5) common mistakes committed by most interviewees and explain how you would avoid them. (10 marks)
- (b) Discuss the importance of feedback in the communication cycle. (10 marks)