

W1-2-60-1-6

**JOMO KENYATTA UNIVERSITY**

**OF**

**AGRICULTURE AND TECHNOLOGY**

**University Examinations 2017/2018**

**END OF SEMESTER EXAMINATION FOR THE DIPLOMA IN**

**HRD 0101: COMMUNICATION SKILLS**

**DATE: AUGUST 2018 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE**

1. Discuss personal qualities of an effective speaker. [8 marks]
2. Describe the main factors that determine the effectiveness of group communication. [6 marks]
3. Explain the process of skimming as a method of reading. [6 marks]

**QUESTION TWO**

1. Define the term Reading and explain clearly the process involved in skimming as a technique of reading. [8 marks]
2. Discuss SIX barriers to effective listening that a reader may face and how to overcome them. [12 marks]

**QUESTION THREE**

1. Define a Curriculum Vitae and highlight on its key elements. [10 marks]
2. A job opening has been advertised for the position of an intern at XYZ Company. Draft a Curriculum Vitae for the job. [10 marks]

**QUESTION FOUR**

1. You have been asked to give a talk to new recruits in your company. Discuss the important factors to consider in constructing and delivering your talk. [10 marks]
2. “Actions speaks louder than words”. Giving examples discuss this statement. [10 marks]