



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF SCIENCE AND
TECHNOLOGY (MMUST)**

UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER EXAMINATIONS

MAIN EXAM

FOR THE DIPLOMA IN EDUCATION

(EARLY YEARS EDUCATION)

COURSE CODE: COM 0121

COURSE TITLE: COMMUNICATION SKILLS

DATE: 19/04/2022

TIME: 12:00 – 2:00 PM

INSTRUCTIONS TO CANDIDATES

Answer Question One and any other Two

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

QUESTION ONE (Compulsory)

- a) Explain the following terms as used in communication skills.
- (i) Communication (2mks)
 - (ii) Encoding (2mks)
- b) Distinguish between decoding and encoding (4mks)
- c) Explain the steps in communication (7mks)
- d) Outline the types of communication (3mks)
- e) Differentiate between formal and informal communication (4mks)
- f) Give the obstacles to communication (4mks)
- g) State and explain two principles of effective classroom communication (4mks)

SECTION TWO

QUESTION TWO

- a) Describe the five modes of communication (10mks)
- b) Explain five benefits of communication (10mks)

QUESTION THREE

- a) Explain the different sections in the library that are important for a preschool teacher (10mks)
- b) Provide Five reasons for studying in the library (10mks)

QUESTION FOUR

- a) As a preschool teacher, explain various mechanisms that you can use to improve classroom communication (10mks)
- b) Using relevant examples, explain the various public speaking tips that are necessary when addressing audience (10mks)

QUESTION FIVE

Describe the different types/forms of communication

(20mks)