



shiyago

(University of Choice)

UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

FIRST YEAR FIRST TRIMESTER EXAMINATIONS

FOR THE DEGREE

OF

BACHELOR OF SCIENCE IN HEALTH PROFESSIONS EDUCATION

BACHELOR OF SCIENCE IN PHYSIOTHERAPY

COURSE CODE: COS 102

COURSE TITLE: COMMUNICATION SKILLS

DATE: Monday, 26/02/2018

TIME: 9:00 Am to 12:00 Noon

### INSTRUCTIONS TO CANDIDATES

Answer all questions

SEC A: MULTIPLE CHOICE QUESTIONS (MCQ) (20 MARKS)

SEC B: SHORT ANSWER QUESTIONS (SAQ) (40 MARKS)

SEC C: LONG ANSWER QUESTIONS (LAQ) (40 MARKS)

3 HOURS

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over.

Section A: Multiple choice questions

20 marks

1. Exchange of ideas between two or more persons is
  - A. Understanding
  - B. Telling
  - C. Communication
  - D. Listening
2. Communication without words is called
  - A. Non-verbal communication
  - B. Verbal communication
  - C. Oral communication
  - D. Written communication
3. Effective communication is that in which
  - A. Sender sends a complete message
  - B. Receiver understands the message of sender
  - C. Communication is oral
  - D. Communication is in writing
4. Always avoid \_\_\_\_\_ when delivering critical comment.
  - A. Listening
  - B. Speaking
  - C. we-based messages
  - D. you-based messages
5. \_\_\_\_\_ is an active process; whereas \_\_\_\_\_ is a passive process
  - A. Listening; hearing
  - B. Hearing; listening
  - C. Reading; writing
  - D. Writing; reading
6. The advantage of oral communication is
  - A. Immediate response is possible
  - B. There is no waste of time
  - C. The listener's reaction cannot be observed by the speaker
  - D. There is no disadvantages
7. Identify the disadvantages of oral communication
  - A. Immediate response is possible
  - B. Listeners reaction is observed
  - C. Considerable amount of time and money is spent
  - D. Both A and B
8. People remember about ..... percent of what they hear in conversation
  - A. 0
  - B. 20
  - C. 80
  - D. 100
9. Specific steps you can take to process critical comments constructively are.....
  - A. Clarify
  - B. Acknowledge
  - C. Identify

D. D).all of them

10. controlling the audience include ..... contact.
- A. Hand
  - B. Leg
  - C. Eye
  - D. Ear
11. The quality of conversation depends more on.....
- A. The quality of the listening than the quality of the speaking,
  - B. The quality of the speaking than the quality of listening.
  - C. The quality of understanding the speakers of each other.
  - D. The time of the conversation.
12. The ability to punish others is:-
- A. Reward Power.
  - B. Coercive Power.
  - C. Referent Power.
  - D. Expert Power.
13. Appreciating the other person's feelings on the matter means that you
- A. Feel the same way.
  - B. Respect those feelings.
  - C. Sympathetic with him.
  - D. None of the above.
14. .... are powerful first-stage thinking tools.
- A. Mind maps
  - B. Flip charts
  - C. Metaphors
  - D. All above
15. In a company meeting, the high board members are talking about the company management system, the accountant tries to explain his point of view, but he was ignored. The conversation failed because .....
- A. The accountant has a low rank.
  - B. The high board members have high power upon him.
  - C. The accountant was labeled to a specified role.
  - D. All answers are wrong.
16. One day just before your exam, your friend tried to talk to you about "global warming", and this conversation fails because he didn't care about:
- A. Context (time& objectives)
  - B. Relationship (role)
  - C. Relationship (territory)
  - D. A&B
17. The skills of enquiry are mainly .....
- A. Speaking skills.
  - B. Listening skills.
  - C. Creating and sharing ideas.
  - D. All of the above.
18. The ability to bring the right people together is called ..... Power.

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- A. Expert
  - B. Coercive
  - C. Reward
  - D. Convening

19. "You are always completely wrong!" ..... is/are the main error(s) in this expression of criticism

- A. Aggressive language
  - B. Missing the positive
  - C. Personalizing
  - D. (A & B)
20. during preparing for a presentation ..... must be considered.
- A. Material, Place, Time and Audience
  - B. Material, Yourself, Place and Time
  - C. Material, Yourself and Audience
  - D. Material only

**Section B: Short Answer Questions**

**40 marks**

1. Why do we write- 10 marks
2. What do you understand the term communication process- 10 Marks
3. Distinguish between listening and hearing- 10 marks
4. Explain with examples what you understand by non-verbal behavior- 10 marks

**Section C: Long Answer Questions**

**40 marks**

1. Discuss 10 tips that enhance your public presentation. 20 marks
2. Outline 4 professional use of communication- 10 marks
3. Outline some barrier to active listening- 10 marks

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