



*(University of Choice)*

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

**(MMUST)**

**MAIN CAMPUS**

**UNIVERSITY EXAMINATIONS**

**2021/2021 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS**

**SUPP/SPECIAL EXAMINATION**

**FOR THE CERTIFICATE IN:**

**GENERAL AGRICULTURE**

**COURSE CODE: CAG 001**

**COURSE TITLE: COMMUNICATION SKILLS**

**DATE:**

**TIME:**

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**INSTRUCTIONS TO CANDIDATES**

Answer ALL questions in section A and any TWO in section B

**SECTION A (30 MARKS)**

1. Why is communication regarded as a process? (2 marks)
2. Discuss the models of communication. (8 marks)
3. What makes a good communicator? (6 marks)
4. Explain the barriers to effective communication (8 marks)
5. Outline the 7Cs of communication? (6 marks)

**SECTION B (40 MARKS)**

6. Discuss the 5 types of communication. (20 marks)
7. a) Outline what critical thinking entails. (8 marks)  
b) Explain the characteristics of a creative thinker. (8 marks)  
c) Outline the components of critical thinking. (4 marks)
8. Discuss any 3 channels of communication, detailing their advantages and disadvantages. (20 marks)