



(University of Choice)

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

UNIVERSITY EXAMINATIONS EXAMS

2018/2019 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR CERTIFICATE

IN

CRIMINOLOGY AND CRIMINAL JUSTICE/SOCIAL WORK AND COMMUNITY DEVELOPMENT

COURSE CODE: CSD 002

COURSE TITLE: BASIC COMMUNICATION SKILLS

DATE: 20th MAY 2019

TIME: 9:00-11:00AM

INSTRUCTIONS TO CANDIDATES

Question ONE (1) is compulsory
Answer ANY TWO (2) OTHER questions

MMUST observes ZERO tolerance to examination cheating ►

SECTION A (30 MARKS)

1a) Imagine you are the class representative have been asked by you communication skills teacher to inform your classmates about your first class for the course and give feedback. Explain how you will use the various types of communication to make this effective. (30 marks)

SECTION B (40 MARKS)

2. a) Citing scenarios as examples in which each is used, give the differences between:
(20 marks)

- i) A realia and a model
- ii) Internal and external communication
- iii) Linear and Non-linear noteking
- iv) Body language and paralanguage
- v) An evaluation and an illustration for a question

3. a) Explain the qualities of a good speaker. (10 marks)

b) Your best friend in class has called you to ask on a clarification for a question that was assigned during the previous class. This has found you attending a public rally in Bhukungu stadium. Explain the barriers to effective communication or listening that you may encounter. (10 marks)

4. a) Explain the elements inherent in all the communication processes. (10 marks)

b) Use a well labelled diagram to illustrate the above process. (10 marks)

5. Explain Aristotle's model of communication. (20marks)