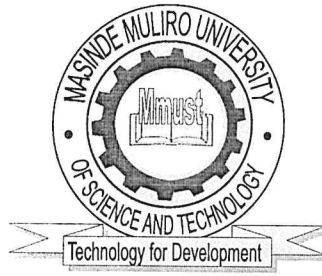


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(UNIVERSITY OF CHOICE)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY

(MMUST)

UNIVERSITY EXAMINATIONS

2022/2023 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATIONS

FOR

CERTIFICATE IN SOCIAL WORK / CRIMINOLOGY

COURSE CODE: CSD 002

COURSE TITLE: BASIC COMMUNICATION SKILLS

DATE: 24/4/2023

TIME: 2:00-4:00PM

INSTRUCTIONS TO CANDIDATES

Answer question **ONE** (30 marks) and any other **TWO** questions (20 marks each)

TIME: 2 Hours

MMUST observes **ZERO** tolerance to examination cheating

This Paper Consists of 2 Printed Pages. Please Turn Over.



QUESTION ONE

- a) Discuss the principles to effective communication (10 marks)
- b) State and explain any 5 qualities of a good listener (10 marks)
- c) What are the 5 barriers to effective listening that can be encountered in the courts and show how to overcome them (10 marks)

QUESTION TWO

- a) Explain 5 ways in which you can prepare for a speech delivery (10 marks)
- b) You have been invited to deliver a speech to a community-based group. How would you apply the use of visual communication in your speech (10 marks)

QUESTION THREE

- a) Using a well elaborated diagram, explain the communication process (10 marks)
- b) Write short notes on non-verbal communication (10 marks)

QUESTION FOUR

- a) Discuss the types of note-taking that you are familiar with. (15 marks)
- b) Give 5 ways in which writing communication is used in a court of law (5 marks)

QUESTION FIVE

- a) Give meaning to the following terms as used in an examination; (10 marks)
 - i) Contrast
 - ii) Demonstrate
 - iii) Illustrate
 - iv) Summarize
 - v) Analyze
- b) Describe some of the activities one can do as a strategy for preparation and sitting for exams.
 - i) At the beginning of the course (5 marks)
 - ii) During the course (5 marks)