



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)

University Examinations 2015/2016

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF LINGUISTICS AND LANGUAGES

**SECOND SEMESTER EXAMINATION FOR DIPLOMA IN MECHANICAL &
MANUFACTURING ENGINEERING**

SUPPLEMENTARY EXAMINATION

UCU 002: COMMUNICATION SKILLS

Date:

Time:

INSTRUCTIONS:

Answer Question One (Compulsory) and Any Other Two Questions

QUESTION ONE – 30 MARKS (COMPULSORY)

- (a) Name THREE communication skills learnt that you wish to develop further. (3 marks)
- (b) Explain
- (i) The steps you would take to develop TWO of the skills in (a) above. (10 marks)
- (ii) How you would measure your progress in developing ONE of the identified skills in (b)(i) (5 marks)
- (c) You are looking for an entry level office job. Today, you saw the following advert in the newspaper and felt you qualified. Tender an application for the job. (12 marks)

General Office Assistant

Busy law firm seeks full-time general office help. Answer phones, send and distribute faxes, make travel reservations, schedule meetings, photocopy. Willing to train. Good attitude and good handwriting more important than experience. Send handwritten letter to Ms Juliet of Nyauke & Company Advocates P.O. Box 2393-90100, Machakos-Kenya

QUESTION TWO – 20 MARKS

- (a) Differentiate the following:
 - (i) Closed question
 - (ii) Open question. Cite an example in each case (6 marks)
- (b) List FOUR applications of questioning as a technique in communication. (4 marks)
- (c) Explain the following verbal communication approaches
 - (i) acknowledgement
 - (ii) repeat it back,
 - (iii) drawing conclusions

QUESTION THREE – 20 MARKS

- (a)
 - i) Define the term ‘emotional awareness’ (2 marks)
 - ii) Explain FOUR ways by which the concept of emotional awareness enhances one’s communication (8 marks)
- (b) Think about the signals you send when you experience different emotions. Describe the tone of voice, facial expression, and body language you use for each feeling listed in the chart below.

Feeling	Tone of voice	Facial expression	Body language
Satisfaction			
Frustration			
Patience			
Impatience			
Anger			

(8 marks)

QUESTION FOUR - 20 MARKS

(a) Explain how the following are barriers to effective communication

i) Language

ii) Perception

(6 marks)

(b) State TWO

i) Functions of an interview

ii) Types of interviews

(4 marks)

(c) Explain FIVE preparations you would make for an interview

(10 marks)

QUESTION FIVE (20 MARKS)

a) Explain the following terms as used in meetings:

i. quorum

ii. *ultra vires*

iii. to adjourn *sine die*

iv. to pass *nem.con*

(8 marks)

b) List THREE roles of a committee member in a meeting.

(3 marks)

c) You have been recently elected as the President of the Student's Organization of the Machakos University College (SAMUC). An inaugural meeting is due for the new office bearers. Write the

i) notice and

ii) agenda for the meeting

(9 marks)