

MACHAKOS UNIVERSITY
END OF SEMESTER EXAMS
DEC 2020 EXAMS
CERTIFICATE IN ICT, FASHION DESIGN, ELECTRICAL, V
, HOSPITALITY MGT
COMMUNICATION SKILLS.

Answer all questions

1. Highlight five advantages of oral communication over written form of communication. (10mks)
2. Give five advantages of effective communication. (10mks)
3. Explain five factors to consider when choosing a medium for communication. (10mks)
4. Give five differences between a good listener and a bad one. (10mks)
5. Discuss five techniques you can employ to make communication through a telephone more effective. (10mks)
6. Briefly explain any five forms of non-verbal communication. (10mks)
7. Explain any five features of a good listener. (10mks)