

## COMMUNICATION SKILLS.

### CERTIFICATE SOCIAL WORK AND COMMUNITY DVT

Answer Question **1** and any other **Four** questions.

- 1 a). State five uses of notices. (5 Mks)
- b). Cite five preparations you will make while attending on job interview. (5 Mks)
- c). Identify five obstacles to effective communication. (5 Mks)
- d). List five contents of a curriculum vitae. (5 Mks)
- 2 a). Describe the communication process. (12 Mks)
- b). Highlight four uses of a questionnaire. (8 Mks)
- 3 a). Explain two directions taken by flow of communication from the source to the recipients. (10 Mks)
- b). Identify five benefits of ICTs to communication industry. (10 Mks)
- 4 a). Prepare a curriculum vitae you will use to apply for a job after your college life. (12 Mks)
- b). Give the two uses of date in a formal letter. (4 Mks)
- c). Explain the importance of the 'Reference' in a formal letter. (4 Mks)
- 5 a). Outline the 7Cs as principles that enhance effective communication. (14 Mks)
- b). Identify three advantages of oral communication. (6 Mks)
- 6 a). State five importance of communication to any organization. (10 Mks)
- b). Mention five types of interviews. (10 Mks)
- 7 a). Enumerate five advantages of written communication over oral communication. (10 Mks)
- b). Explain two emerging issues in communication. (10 Mks)