

YEAR 1 SEMESTER 1



THE CO-OPERATIVE UNIVERSITY OF KENYA

Supplementary/special examination for all diploma students

YEAR 1 SEMESTER 1

UNIT CODE: DUCU 1101/COCM 1107

UNIT NAME: COMMUNICATION SKILLS

DATE: DECEMBER 2019

TIME 2 HOURS

INSTRUCTION: Answer question one (compulsory) and any other two questions

QUESTION 1

a) Define the following terms;(10 marks)

Communication

Noise

Note-taking

Study skills

Note making

b) Using a well labeled diagram, discuss the process of communication, stating the importance of feedback.(10marks)

c) With a diagram, Compare and contrast any two communication models (10 marks)

QUESTION TWO

- a) Which reading strategies will a diploma student who attended a class of communication skills use to ensure he/she excel in class? (10 marks)
- b) Explain 5 features of academic writing (10marks)

QUESTION THREE

- a) Describe the listening process (10 marks)
- b) Active listening is difficult to many people yet the consequences associated with poor listening are critical. With examples describe the techniques one can use to listen more efficiently (10marks)

QUESTION FOUR

Discuss three types of essay giving important qualities of each type (20 marks)

QUESTION FIVE

There are various sources of information which assist one in doing research. With examples, discuss these sources (20 marks)