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**GARISSA UNIVERSITY**

**UNIVERSITY EXAMINATION 2020/2021 ACADEMIC YEAR ONE**

**SECOND SEMESTER EXAMINATION**

**SCHOOL OF EDUCATION, ARTS AND SOCIAL SCIENCES**

**FOR THE DEGREE OF BACHELOR OF EDUCATION (ARTS)**

**COURSE CODE: GCC 111**

**COURSE TITLE: COMMUNICATION SKILLS**

**EXAMINATION DURATION: 2 HOURS**

**DATE: 07/10/2021 TIME: 09.00-11.00 AM**

**INSTRUCTION TO CANDIDATES**

* **The examination has FIVE (5) questions**
* **Question ONE (1) is COMPULSORY**
* **Choose any other TWO (2) questions from the remaining FOUR (4) questions**
* **Use sketch diagrams to illustrate your answer whenever necessary**
* **Do not carry mobile phones or any other written materials in examination room**
* **Do not write on this paper**

**This paper consists of TWO (2) printed pages *please turn over***

**QUESTION ONE (COMPULSORY)**

1. Briefly explain three ways that help you determine the suitability of a reading material.

(15 marks)

1. Communication through electronic mail (email) is gaining popularity very fast. Give four possible reasons for this.  (6 marks)
2. Certain patterns in communication destroy the growth of an organization’. Explain with examples. (9 marks)

**QUESTION 2**

Discuss five presentation techniques that can help one cope with podium panic before presenting a speech. (20 marks)

**QUESTION 3**

1. Briefly discuss four functions of non-verbal communication. Illustration your answer  (12 marks)
2. One of the elements of communication is noise. Briefly explain types of noise stating how each one affects the process of communication. (8 marks)

**QUESTION 4**

* 1. Explain four reasons why it is important for students to take notes in a lecture. (10 marks)
  2. University students are always encouraged to form and study in group. Give two possible reasons for this. (4 marks)
  3. Explain any four precautions one should take before handing in his/her exam booklet to the examination invigilator. (6 marks)

**QUESTION 5**

* 1. Describe any two types of barriers that university students are likely to encounter in their lecture halls and suggest ways they can overcome each (8 marks)
  2. Write a brief notes on the applications of ‘Johari Window’ (12 marks)