



GRETSA UNIVERSITY - THIKA

UNIVERSITY EXAMINATIONS JANUARY-APRIL 2025 SEMESTER

BACHELOR OF EDUCATION (ARTS)

COURSE CODE: GUCC 006

COURSE TITLE: COMMUNICATION SKILLS

DATE:

TIME:

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **TWO** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A: COMPULSORY

Question One

- a) Explain two importance of communication skills in a professional setting. [6 marks]
- b) Examine two components of a successful meeting. [6 marks]
- c) Discuss two significances of oral communication. [4 marks]
- d) Demonstrate two characteristics of a good speech. [4 marks]
- e) Discuss two roles feedback play in the communication circle. [6 marks]
- f) Illustrate two ways a speaker can engage the audience effectively. [4 marks]

SECTION B: ANSWER ANY TWO QUESTIONS

Question Two

- a) Describe five impacts of poor communication in a work place. [10 marks]
- b) Examine five objectives of communication in a business environment. [10 marks]
- c)

Question three

- a) Evaluate five elements involved in the communication process. [10 marks]
- b) Explain five qualities of effective communication. [10 marks]

Question Four

- a) Explain five barriers to effective communication in the workplace. [10 marks]
- b) Discuss five qualities that define a good speaker. [10 marks]

Question five

- a) Analyze five steps involved in preparing for a speech. [10 marks]
- b) Demonstrate, with five examples, how emotional interference can hinder communication. [10 marks]

