

MODULE: COMMUNICATION SKILLS

SHORT ANSWER QUESTIONS

(40 MARKS)

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| 1. Outline five(5) barriers to effective communication. | 5 Marks |
| 2. State five(5) advantages of interpersonal communication. | 5 Marks |
| 3. Explain five(5) elements of non –verbal communication. | 5 Marks |
| 4. Discuss five(5) directions of communication. | 5 Marks |
| 5. State five(5) kinds of reading utilized by students. | 5 Marks |
| 6. Discuss five(5) principles of counselling. | 5 Marks |
| 7. Outline five(5) principles of self-directed learning. | 5 Marks |
| 8. Explain the steps in handling customers' requests. | 5 Marks |

LONG ANSWER QUESTION

(20 MARKS)

Question one (1):

You have been posted to Changamwe health center as the facility in charge

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| a) Explain five (5) modes of communication you shall utilize to ensure that the facility learns well. | 10 Marks |
| b) Discuss the listening steps you would use in case of a conflict among staff. | 10 Marks |