



**PAN AFRICA CHRISTIAN UNIVERSITY
END OF MAY-AUGUST 2021 TRIMESTER EXAMS
UCC 104: COMMUNICATION SKILLS
(ROYSAMBU DAY, EVENING & VALLEY ROAD)**

Exam Duration: 3 hours

Instructions: Answer Question 1 (section A) and any other 3 questions from section B

Section A: This section is compulsory

Question 1

- a) With the aid of a diagram, describe the main stages in a communication cycle.
Mention briefly the key characteristics of each stage. (5 marks)
- b) Explain briefly how each of the following aspects affect communication.
 - i) Verbal communication (1mark)
 - ii) Paralinguistic features (1mark)
 - iii) Non-verbal skills (1mark)
- c) Differentiate between hearing and listening (2 marks)

Section B: Answer any THREE questions

Question two

Discuss FIVE aspects that ought to be considered for effective communication. (10marks)

Question three

Explain how any FIVE barriers may affect the listening process. (10marks)

Question four

- a) Using relevant examples, describe the SQ3R method of reading. (5 marks)
- b) Briefly explain any five demerits of oral communication. (5 marks)

Question five

Link the ideas below to make three coherent sentences that are well punctuated and forming a grammatically correct paragraph. (10 marks)

- i) A patient swallowed a pill
- ii) He had been told it was a powerful drug

- iii) Within ten minutes he was suffering
- iv) He had severe reactions
- v) His lips swelled
- vi) His skin broke out
- vii) He was sweating
- viii) Others displayed the same physical reactions
- ix) It was believed they too had taken the pill.