



SPECIAL EXAMS – 40 MARKS

SEMESTER: January Semester 2020

COURSE CODE: UCC 104

COURSE TITLE: COMMUNICATION SKILLS

Instructions:

SECTION A IS COMPULSORY. 10MKS, AND ANSWER ANY OTHER THREE QUESTIONS IN SECTION B.

Question One

Assuming you are the Dean of Students at PAC University, design an interview session between yourself and the student Leader concerning how to respond to the Covid 19 Pandemic. Let your interview consisting of the following items:

- a) The type of interview you are planning for. **(1 mark)**
- b) Identify **two** objectives of your interview **(2 marks)**
- c) Justify **two** of the most appropriate techniques you will apply during the interview. **(4 marks)**
- d) Explain any **three** main points you will consider as you conduct the interview. **(3 marks)**

SECTION B – ANSWER ANY THREE QUESTIONS

Question Two

Discuss how you would effectively utilize SQ3R in your academic pursuit? **(10 marks)**

Question Three

Assume you are the human resource manager in your organization. Write a memo to the employees reminding them of a scheduled refresher course. **(10 marks)**

Question Four

“The development of technology has considerably improved our lifestyles. It has made its impact felt on each and every aspect of life and on the communication techniques. Explain five ways how technology has impacted learning in academic institutions **(10 marks)**

Question Five

- a) Explain any FIVE guidelines of coming up with a strong thesis statement. **(5 marks)**
- b) Using the information given below, prepare a reference list informed by the principle of APA style **(5 marks)**

Bruce Brewer, Feminist Stylistics, Route ledge, London, 1999.