



FINAL EXAMINATIONS
SCHOOL OF EDUCATION AND SOCIAL SCIENCES
KITENGELA CAMPUS
FIRST SEMESTER, 2025/2026 ACADEMIC YEAR
DIPLOMA /CERTIFICATE EXAMINATION IN
COUNSELLING PSYCHOLOGY /BUSINESS ADMINISTRATION
UCC1123 COMMUNICATION SKILLS

STREAM:

TIME: 2 HOURS

EXAMINATION SESSION: DECEMBER

YEAR: 2025

**DAY [To be indicated later]
later]**

DATE: [To be indicated

INSTRUCTIONS:

1. Attempt ALL the questions in **Section A**
 2. Attempt any **Two** questions in **Section B**
 3. The entire exam is worth forty (**40**) marks.
 4. Write **ONLY** on the space provided on the answer sheet or as otherwise instructed.
 5. Where necessary Show your working clearly.
 6. Do **NOT** attempt to access any library, online (audio, video, digital or electronic) or paper based (written), sources for your answers unless this is clearly advised in the Question.
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SECTION A-COMPULSORY-(20 MARKS)

Question one

- a) You are the CEO of *Elephant Loves their Tusks Foundation*. Examine the different kinds of communication that the new members of the organization can adopt in the course of their duties. (9 marks)
- b) Using a diagram, illustrate to the members of this group the communication process. (6 marks)
- c) For effective communication, evaluate five principles of communication that every member of *Elephant loves their Tusks Foundation* must put in to consideration. (5 marks)

SECTION B (20 Marks) – ATTEMPT ANY TWO QUESTIONS,

Question 2

Thomas has been recruited as a communications officer in Ministry of Health based in Nairobi. His first assignment entails presenting a speech on behalf of the Cabinet Secretary to a group of doctors in a five-star hotel.

- a. Examine five ways that Thomas can use technology to make this session a success. (5 marks)
- b. Using five examples analyze how Thomas can prepare for this public presentation exercise. (5 marks)

Question 3

Jennifer is the head of *No Education, No Brides*, an organization that provides shelter to victims of early marriages and whose aim is to promote girl's education.

- a) Using five examples evaluate how Jennifer can use social media for the success of her organization (5 marks)
- b) Assess how Jennifer can use nonverbal communication cues to gauge the level of attention and attentiveness of the rescued girls. (5 marks)

Question 4

- a) Communication is a process that involves skills and expertise. Justify this statement. (5 marks)
- b) Using five examples, assess the disadvantages of technology during a public speaking exercise. (5 marks)

Question 5

In the process of giving his speech during his company's Annual general meeting, Peter realized that majority of the attendees were dozing off.

- a) Analyze five speaker-oriented barriers that could have contributed to this failure. **(5 marks)**
- b) Evaluate five active listening skills that Peter could have encouraged his audience to adopt during his speech. **(5marks)**