



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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## University Examinations 2018/2019

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR DIPLOMA IN ANIMAL HEALTH  
AND PRODUCTION

### DPS 2105: COMMUNICATION SKILLS

DATE: SEPTEMBER 2019

TIME: 1½ HOURS

INSTRUCTIONS: Answer question *one* and any other *two* questions.

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#### QUESTION ONE (30 MARKS)

- “Note taking/making is an important skill for any University student” Justify the above assertion. (5 Marks)
- Show how elements of communication depend on another in the process of communication. (8 Marks)
- “Poor listening can be disastrous” show how poor listening can affect you in your profession. (6 Marks)
- Explain five listening barriers and show how you can overcome them. (10 Marks)

#### QUESTION TWO (15 MARKS)

Discuss five inappropriate behavior that should be avoided during an interview. (15 Marks)

#### QUESTION THREE (15 MARKS)

- Assume you are the Manager in Agribix Firm and Employees have exhibited unbecoming behaviors such as being unpunctual, asking for bribes and lack of respect for one another. Write an internal memo warning them on such behaviour. (10 Marks)
- Explain five items you must include in your curriculum vitae. (5 Marks)

#### **QUESTION FOUR (15 MARKS)**

Discuss the 7Cs of effective communication showing how you can use them to improve your speaking and writing skills. (15 Marks)

#### **QUESTION FIVE (15 MARKS)**

- a) Present the qualities of an effective speaker. (5 Marks)
- b) Explain four techniques that one can use to resolve anxiety during a presentation. (4 Marks)
- c) Explain three types deliveries. (6 Marks)