



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2018/2019s ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER**

**SCHOOL OF TOURISM/NURSING
DIPLOMA IN: TOURISM AND WILDLIFE
MANAGEMENT/ NUTRITION**

**COURSE CODE: NDTW 110/NODW 110
COURSE TITLE: COMMUNICATION SKILLS I**

DATE: 22ND AUGUST, 2019

TIME: 1100 – 1300 HRS

INSTRUCTIONS TO CANDIDATES

Answer ALL questions

*This paper consists of **FOUR** printed pages. Please turn over*

SECTION A: READING SKILLS

1. Read the passage below and then answer the questions that follow.
(10 marks)

Most people believe that when someone is lying they smile more than usual, but research shows the opposite is true—they smile less. The difficulty with lying is the subconscious mind acts automatically and independently of our verbal lie, so our body language gives us away. This is why people who rarely tell lies are usually caught, regardless of how convincing they may sound. The moment they begin to lie, their body sends out contradictory signals, and these give us a feeling that they're not telling the truth. During the lie, the subconscious mind sends out nervous energy which appears as a gesture that can contradict what was said.

Professional liars, have refined their body gestures to the point where it is difficult to “see” the lie, and people **fall for it, hook, line, and sinker**. They do it in one of the two ways.

First, they practice what “fee” like the right gestures when they tell the lie, but this only works when they have practiced telling a lot of lies over long periods of time. Second, they can reduce their gesturing so that they don't use any positive or negative gestures while lying, but that's also hard to do.

Try this simple test-tell a deliberate lie to someone face-to-face and make a conscious effort to suppress all body gestures. Even when your body gestures are consciously suppressed, numerous small micro-gestures will still be transmitted. These include facial muscular twitching, dilation and contraction of pupils, sweating, flushed cheeks, eye-blinking rate increasing from 10 blinks per minute to as many as 50 blinks per minute, and many other micro-gestures can occur within a split second and it's only people such as professional interviewers, salespeople, and the very **perceptive** who can read them.

It's obvious then that to be able to lie successfully you need to have your body hidden or out of sight. Police interrogation often involves placing the person on a chair in the open or placing him under lights with his body in full view of the interrogators; his lies are much easier to see under these circumstances. Lying is easier if you're sitting behind a desk where your body is partially hidden, or if you're peering over a fence, or from behind a closed door. The best way to lie is over the telephone or in an email.

(Adapted from *Body Language* by Allan and Barbara Pease. London: Orion, 2004) *KCSE PAPER 2 2015*

QUESTIONS

- (a) According to the passage, what is the connection between lying and smiling? **(1mark)**
- (b) According to the passage, how do professional liars manage to hide their deception? **(2 marks)**
- (c) The passage suggests a simple test which involves telling a deliberate lie and consciously suppressing all body gestures. What are the results? **(1 marks)**
- (d) Explain how police interrogators use their knowledge of how body language relates to spoken language. **(1 marks)**
- (e) **Make notes** on the relationship between lying and our body language as revealed in the passage. **(1 marks)**
- (f) How can we tell that the authors of this passages do not approve of lying? **(1 marks)**
- (g) “The subconscious mind sends out nervous energy.” Rewrite beginning: Nervous..... **(1 mark)**
- (h) Explain the meaning of each of the following as used in the passage:
- (i) Fall for it, hook, line and sinker; **(1 mark)**
- (ii) Perceptive. **(1 mark)**

SECTION B: LISTENING SKILLS

- (a) Explain the types of listening that a student would employ in the following circumstances:
- (i) Seeking to understand a speaker’s idea and then offering the idea back to the speaker to confirm that the idea has been understood correctly. **(1mark)**
- (ii) Listening to instructions on how to perform an activity **(1mark)**
- (iii) Note taking is one of the skills of active listening. Describe any **TWO** ways that you would use to effectively make notes. **(4marks)**
- (iv) A friend of yours could not remember anything after a lecture. Explain any **FOUR** barriers that may have contributed to the situation. **(4marks)**

SECTION C: LIBRARY SKILLS

- (a) Explain the two ways in which books are classified in the library
(4 marks)
- (b) Explain the various types of libraries.
(4 marks)
- (c) Use the APA citation style to reference a book which was published in 1999 by Maasai Mara University Publishers. Authors: Fidelis Sian and Susan Partoip Title: Methods of Social work: Social perspective. Published in Narok.
(2 marks)

SECTION D: STUDY SKILLS

- (a) Explain various types of study plans that you can use during your private studies
(3marks)
- (b) You have realized that some colleagues of yours waste a lot of time before they settle to study. What pieces of advice would you give them to help them study effectively?
(4marks)
- (c) A study group can be beneficial in many ways. State any **THREE** benefits of a study group
(3marks)

SECTION E: EXAMINATION SKILLS

You have been invited by a head teacher in your local primary school to advise the pupils on how they should ensure they adequately prepare their KCPE. Write a speech that you will deliver.
(10 marks)

SECTION F: PRESENTATION SKILLS

You have been called upon by the Dean of your school as a student leader to talk to the first-year students on rules governing students' conduct while in the University. What will you do before the presentation and during the presentation?
(10marks)

SECTION G: WRITING SKILLS

Write an expository essay on a topic of your choice.
(10marks)

.....**END**.....