



MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

SCHOOL OF ARTS AND SOCIAL SCIENCES

CERTIFICATE IN SOCIAL WORK AND

COMMUNITY DEVELOPMENT

COURSE CODE: CAS 10

COURSE TITLE: COMMUNICATION SKILLS

DATE: 7/2/2024

TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other TWO questions

This paper consists of TWO printed pages. Please turn over.

QUESTION ONE

1a.) Give a brief description of the following course related terms:

- i. Writing **(8 marks)**
- ii. Skimming
- iii. Extensive reading
- iv. Library

b.) Justify the application of the distinct components of active listening in a class setting **(6 marks)**

c.) Discuss with examples, the key elements of a basic communication model **(10 marks)**

d.) Critically examine the main typologies of examination questions as suggested by Benjamin Bloom. **(6 marks)**

QUESTION TWO

2a.) Critically examine the rationale for studying communication skills **(10 marks)**

b.) Explain any five impediments to effective communication **(10 marks)**

QUESTION THREE

3a.) Underscore any five salient features of argumentative essays **(10 marks)**

b.) Evaluate the appropriateness of non-verbal communication during lectures **(10 marks)**

QUESTION FOUR

4a.) Underscore the various concepts covered under functional writing skills by university students **(10 marks)**

b.) Mary is a first-year student pursuing a diploma programme in Social Work. She is unable to undertake exams with ease. Advise her on the appropriate strategy that will see her undertake her exams comfortably. **(10 marks)**

QUESTION FIVE

5.) Write the minutes of a meeting held by the Social Workers Club of Maasai Mara university to deliberate on the plans of the club for the year 2021. Note that the patron who works in Nairobi with the vulnerable children was invited to be part of the meeting **(20 marks)**

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