# **KENYA MEDICAL TRAINING COLLEGE**

**SIGOWET CAMPUS**

**DEPARTMENT OF NURSING**

**COMMUNICATION SKILLS AND APPLIED COMMUNICATION CAT FOR SEPTEMBER 2020 CLASS**

**DATE: TUE 26TH FEBRUARY 2021**

**TIME ALLOWED: 1 1/2 HOURS FROM: 8:30 A.M - 10.00 A.M**

## INSTRUCTIONS.

1. Read all the questions carefully and answer only what is asked.
2. ENTER YOUR REGISTRATION NUMBER in all sheets of the paper used.
3. All the questions are compulsory
4. For part the (**M.C.Q.s)** circle the correct answer
5. Each M.C.Q is 1 mark.
6. Observe all the examination rules and regulations as stipulated in college rules and regulation.
7. Follow any other instructions from the supervisor as may be necessary
8. All candidates must sign in while handing in their scripts
9. Mobile phones and smart watches are not allowed in the examination room

**COMMUNICATION SKILLS C.A.T**

**1.** The process of understanding and sharing meaning is also referred to as :-

1. Oral /spoken skills
2. Communication skills
3. Interpersonal communication skills
4. Intrapersonal communication skills

2. The first major model for communication came in 1948 by:-

1. Claude Elwood Shannon
2. Warren Weaver
3. King martin Luther junior
4. Shannon-Weaver

3. Noise refers to anything that interferes with message transmission or reception. The types of noise are:-

* 1. Physical, classical, Natural, Psychological
  2. Neurological, Biological Cultural, Sociological
  3. Intentional, Unintentional ,Physical Cultural
  4. Physiological, Psychological, Physical, Cultural

4. In Oral communication there is a possibility of immediate :-

1. Response
2. Reflection
3. Reaction
4. Feedback

5.Epistemology as used in communication refers to:

1. Our belief system, how we see the nature of reality or what we see as true or false
2. Denotes our preferred method of completing everyday tasks or our approach to solving problems.
3. The way that we acquire knowledge and/or what counts as knowledge
4. Signifies the way that we see our relationship to the universe

6. Self-talk is an example of:-

1. One to one communication
2. Intrapersonal communication
3. Interpersonal communication
4. Mind communication

7. Letters, Telephones and emails are examples of:-

1. Messages passways
2. Message ecorders
3. Channels of communication
4. Message /communication feedback methods

8. The communication method where message is passed through radio, television, newspaper, magazine, leaflets etc. is called:-

1. Social media communication
2. Advanced technology communication
3. Mass media communication
4. Large audience communication method

9. The communication patterns that have been given by Harold J. Leavitt for four-and-five member group are:-

1. Circle, Chain, Wheel, Y, Network
2. Circle,XX,,XY Network and Wheel
3. Chain,XY ,Wheel,network and Circle
4. Circle.X.Network,Chain and Wheel

10. Directions of communication include :-

1. Vertical, Horizontal ,Diagonal Grapevine Communication
2. Perpendicular, oval square,Grapevine communication
3. Vertical, Perpendicular.,Diagonal,Multisectoral communication
4. Multisectoral,Perpendicular circular and grapevine

PART B: SHORT ANSWER QUESTIONS

Question1.

1. Draw a flow chart of communication from an area of your concern to the principle at the KMTC SIGOWET 5mks
2. The type of communication is---------------------------------- 1mk

Question 2

State TRUE or FALSE in the following statements

1. Grape vine is a formal business communications which develops within an organisation…………………….. ½ mk
2. Incorrect choice of a channel is one of the main barriers to communication…………………………… ½ mk

Question 3

State FOUR (4) barriers to effective listening 4mrks

Question 4

State FOUR (4) elements of non-verbal communication 4mks