**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**END OF YEAR ONE SEMESTER ONE EXAMINATION**

**MARCH 2016 KRCHN CLASS (PRE-SERVICE)**

**COMMUNICATION SKILLS EXAMINATION**

DATE: 29/9/2016 TIME:…………………..

**INSTRUCTIONS**

1. Read the questions carefully and answer only what is asked.
2. Enter your examination number and question number on each page used.
3. ALL questions are compulsory.
4. For part 1 (MCQs), write the answer in the spaces provided on the answer booklet and each MCQ is one (1) mark.
5. For Part 2 (SHORT ANSWER QUESTIONS), answer the questions following each other.
6. For Part 3 (LONG ANSWER QUESTIONS), answer to each question MUST start on a separate page.
7. Omission of and or wrong numbering of a question or part of the question will result in 10% deduction of the marks scored from the relevant part.
8. Do NOT use a pencil.
9. Mobile phones are NOT allowed in the examination hall.

For Examiner:

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| --- | --- | --- | --- | --- |
| **MCQS** | **SAQS** | **LAQS 1** | **LAQS 2** | **TOTAL** |
|  |  |  |  |  |

**PART ONE: MCQS (MULTIPLE CHOICE QUESTIONS) COMMUNICATION SKILLS– 2 MARKS**

Q.1. In communication silence skills is important because:

1. It prevents unwanted information.
2. It provides more time for the client.
3. It promotes interpersonal relationship.
4. It show one is paying attention.

Q.2. The main classification of communication skills are:

1. Non-verbal , written, body language.
2. Written, verbal, gestures.
3. Verbal, non-verbal, written.
4. Verbal, written, eye contact.

**PART TWO: SHORT ANSWER QUESTIONS – COMMUNICATION SKILLS – 28 MARKS**

Q.1. State two (2) importance of effective communication in nursing. 2 marks

Q.2 Define the following terms:

1. Communication.
2. Skill. 2 marks

Q.3. Explain any three (3) types of communication. 6 marks

Q.4. State any four (4) qualities of a good communicator. 4 marks

Q.5. Outline the six (6) communication elements that are used in the communication

process. 6 marks

Q.6. State the following modes of communication:

1. Verbal communication.
2. Non-verbal communication. 2 marks

Q.7. List six (6) common barriers in communication. 3 marks

Q.8. State any three (3) components of communication skills. 3 marks