**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**RE-SIT END OF FIRST SEMESTER EXAMINATION**

**SEPTEMBER 2012 KRCHN CLASS (PRE-SERVICE)**

**COMMUNICATION SKILLS EXAMINATION**

DATE: 5 March 2014 TIME:

**INSTRUCTIONS**

1. Enter your examination number and question number on each page used.
2. ALL questions are compulsory.
3. 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.
4. Do NOT use a pencil.
5. Mobile phones are NOT allowed in the examination hall.

**PART ONE: MCQS (MULTIPLE CHOICE QUESTIONS) COMMUNICATION SKILLS - 4 MARKS**

Q.1. Open ended questions are important because:

1. Helps the receiver understand what has been discussed.
2. Helps to keep conversation going.
3. Shows one is paying attention.
4. Helps the client to understand what has been discussed.

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

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

Q.3. Some of the main audio-visual aids, include:

1. Radio, television, newspapers.
2. Television, radio, transparencies.
3. Projector, radio, transparencies.
4. Video tapes, radio cassettes, television.

Q.4. Some of the practices of an effective educator include:

1. Remaining calm and confident, giving convincing reasons, being accurate.
2. Keeping focused and on the tract, being knowledgeable, involving the person.
3. Using few clear sentences, understanding the condition, instructing systematically.
4. Listening carefully, being informed, avoiding technical language.

**PART TWO: SHORT ANSWER QUESTIONS – COMMUNICATION SKILLS – 36 MARKS**

Q.1. Explain four (4) barriers of effective communication. 8 marks

Q.2. Explain five (5) elements of the process of communication. 10 marks

Q.3. Explain the following terms used in levels of communication:

1. Intrapersonal communication. 2 marks
2. Interpersonal communication. 2 marks
3. Public communication. 2 marks

Q.4. State the following how they can enhance verbal communication.

1. Pacing.
2. Vocabulary
3. Clarity and brevity.
4. Humour. 4 marks

Q.5. Explain four (4) components in communication skills. 8 marks