**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**YEAR 1 SEMESTER 1 EXAMINATION**

**SEPTEMBER 2015 KRCHN CLASS (PRE-SERVICE)**

**COMMUNICATION SKILLS EXAMINATION**

DATE: 30 MARCH 2016 TIME:1.00 – 4.00pm

**INSTRUCTIONS**

1. Enter your examination number and question number on each page used.
2. ALL questions are compulsory.
3. For part 1 (MCQs), write the answer in the spaces provided on the answer booklet.
4. For Part 2 (SHORT ANSWER QUESTIONS), answer the questions following each other.
5. For Part 3 (LONG ANSWER QUESTIONS), answer to each question MUST start on a separate page.
6. 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.
7. Do NOT use a pencil.
8. Mobile phones are NOT allowed in the examination hall.

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

Q.1. In communication silence skill is important because:-

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

Q.2. Effective communication can be defined as:-

1. When the educator feels that the messenger is relevant, convincing and motivating.
2. When the receiver feels that the message is relevant, convincing and motivating.
3. When the educator feels he is calm, relaxed and confident.
4. When the receiver has received HIV/AIDS information and encouragement on good practices inside and outside the health centre.

Q.3. Communication skills in a learner can be effectively demonstrated during:-

1. Verbal communication, role play.
2. Written information, home visiting.
3. Role play, home visiting.
4. Written reports, field trips.

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

Q.1. Explain four (4) components of communication skills. 8 marks

Q.2. State the elements of communication. 7 marks

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

1. Intrapersonal communication.
2. Interpersonal communication. 4 marks

Q.4. Define the following terms used in communication.

1. Verbal communication.
2. Non-verbal communication
3. Communication. 3 marks

Q.5. State three (3) factors that enhance verbal communication. 3 marks

Q.6. Explain the communication cycle. 2 marks