



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

AUGUST - DECEMBER 2015 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF LIBRARY AND INFORMATION SCIENCE

REGULAR PROGRAMME

DLIS 113: EFFECTIVE COMMUNICATION SKILLS

Date: DECEMBER 2015

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and ANY OTHER TWO Questions

- Q1. a) Briefly explain how the following obstacles affect effective communication:
- i) Resistance to change **(5 marks)**
 - ii) Inattentive listening **(5 marks)**
- b) Identify and explain **FIVE** purposes of communication. **(10 marks)**
- c) List the **FIVE** aspects of a communication process. **(5 marks)**
- d) Highlight any **FIVE** note-taking techniques that you would employ when taking notes during lectures. **(5 marks)**
- Q2. a) Briefly explain the importance of listening in communication. **(4 marks)**
- b) Explain the difference between listening and hearing. **(6 marks)**
- c) Highlight **TEN** effective study techniques for students. **(10 marks)**
- Q3. a) What are the characteristics of a good summary? **(4 marks)**
- b) Describe the practices that can be adopted to improve reading speeds. **(16 marks)**

- Q4. a) Discuss ways in which a student can avoid plagiarism in academic work. **(6 marks)**
- b) Identify and explain **SEVEN** aspects employed while making a good speech. **(14 marks)**

END