



The Co-operative University of Kenya

END OF SEMESTER EXAMINATION FEBRUARY 2021

EXAMINATION FOR THE DIPLOMA IN HUMAN RESOURCE MANAGEMENT

(YR I SEM I)

UNIT CODE: DUCU 1101

UNIT TITLE: COMMUNICATION SKILLS

DATE: 23RD FEBRUARY, 2021

TIME: 2:00 PM – 5:00 PM

Instructions: Answer question ONE (Compulsory) and any other ONE Question

Questions one

- a) Active listening is difficult to many people yet the consequences associated with poor listening are critical. With examples describe the techniques one can use to listen more efficiently
(10marks)
- b) Using a well labeled diagram, show why everyone is eagerly waiting for a feedback from a friend immediately after their first communication (10 marks)
- c) End of semester examinations are set to begin in a month's time and Rosemary who is a first year student does not know how to carry her revision. Give her suggestions on what she should do.
(10 marks)

Question two

- a) "The single most significant characteristic of the human race is the ability to communicate." Discuss
(10 marks)
- b) Explain cycle of academic writing process (10 marks)

Question three

- a) Explain any five types of library? (10 marks)
- b) Writing or note making/taking is part of every researcher and students because, verbal communication is never enough. With example, explain why this is so (10 marks)