



# REFORMED CHURCH UNIVERSITY

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## INTRODUCTION TO COMMUNICATION SKILLS

HBATH 105\HECD115\HMDS105\HIE104\HBSW115/HDS 102/HMAT 112

### PART 1 SEMESTER 1 EXAMINATION

TOTAL MARKS [100]

Date: OCTOBER 2024

Time: 3 Hours

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### INSTRUCTIONS

1. This paper has *five (5)* questions
2. Answer any *three (3)* questions
3. Each question carries *100 marks*
4. Start each question on a new page

1. Discuss the importance of non-verbal communication in interpersonal communication in any organization of your choice.  
(100)
2. Justify the role of active listening in effective communication.  
(100)
3. Examine the impact of technology on face to face communication.  
(100)
4. Assess the importance of feedback in the communication process.  
(100)
5. Discuss the challenges of communicating across cultures and suggest strategies of improvement.  
(100)

**END OF PAPER**