



REFORMED CHURCH UNIVERSITY

Introduction to Communication Skills

HRCU 103

Part 1 Semester 1 Examination

Total Marks [100]

Date: June 2020

Time: 3 Hours

INSTRUCTIONS

1. This paper has *six (6)* questions
2. Answer any *four (4)* questions
3. Each question carries *25 marks*
4. Start each question on a new page

1. Examine how **any five** non-verbal cues (NVCS) can enhance or hinder communication in a work place. (25)
2. Using relevant examples, analyse the significance of citing and referencing in academic writing. (25)
3. Analyse the view that 'listening is more important than hearing in the communication processes. (25)
4. 'Perfect communication is difficult to achieve'. Discuss. (25)
5. Explore the importance of feedback in the communication process. (25)
6. Briefly explain the following components of the communication process:
 - (a) Source (5)
 - (b) Message (5)
 - (c) Code (5)
 - (d) Noise (5)
 - (e) Feedback (5)

End of Paper