

**UGANDA MARTYRS UNIVERSITY**  
**INSTITUTE OF LANGUAGES AND COMMUNICATION STUDIES**  
**COMMUNICATION SKILLS EXAMINATION: NKOZI, LUBAGA, MBALE**

**Date:** Tuesday 18<sup>th</sup> January, 2022

**Time:** 9:30AM am\_ 12:30PM

**Instructions:**

- *Question 1 is compulsory*
- *Attempt any other 2 questions.*
- *Answer 3 questions altogether*

**Question One: 40 marks**

a. Imagine that the following advertisement appeared in the New Vision of 11<sup>th</sup> November 2021. UMU is looking for suitable candidates in the following areas of specialisation:

Post: assistant lecturer in your area of specialisation, Administrator of Information technology and Science, a Budget Officer, and a Secretary to Law Chambers. Candidates must at least have a degree in any of the above posts from a recognized institution. Interested candidates should submit their applications to the:

**The Human Resource Manager Uganda Martyrs University Po box 5498, Nkozi (15marks)**

b. Attach a relevant curriculum vitae to the letter written in (a) above. *(15marks)*

c. Imagine you have been considered for the job and you have accepted the job offer, write to the Human Resource Manager of Uganda Martyrs acknowledging the appointment *(10 marks)*

**Question Two                      30 Marks**

2a. "Communication is a two way process of exchanging ideas or information between two human beings". Explain this statement with the help of a diagram *(15 marks)*

b. Discuss five possible causes of communication breakdown in the communication process  
*(15 marks)*

**Question Three                      30 Marks**

3a. Imagine that you are on the panel to interview applicants shortlisted for a post relevant to your area of specialization. How effectively would you prepare for the interview *(15 marks)*

b. Supposingly a friend had applied for the job in (a) above and he was shortlisted for the interview, state how you would help him prepare for the interview *(15 marks)*

**Question Four                      30 Marks**

4a. Explain the strategies you would use when preparing for a speech *(10marks)*

b. Imagine that you are the coordinator of the communication skills class. Write a speech to be read in a workshop to be attended by year2 students of Uganda Martyrs University. Include the challenges you faced with online classes, how you tried to address these challenges *(20 marks)*

**Question Five      30 Marks**

- 4a. Discuss the importance of engaging in effective listening for a university student. (10 marks)
- b. Explain the bad listening habits and suggest techniques one can explore in order to become an effective Listener. (20 marks).

**Question Six      30 Marks**

Using illustrations, explain how the knowledge you have attained in the course Communication Skills will enhance your career or business in the future

***SUCCESS!***