

UGANDA MARTYRS UNIVERSITY

DEPARTMENT OF LANGUAGES AND COMMUNICATION STUDIES

COMMUNICATION SKILLS SPECIAL/

SUPPLEMENTARY EXAMINATION

TIME: 2:00PM-5:00PM.

DATE: TUESDAY 22ND AUGUST 2023.

Instructions

Attempt 3 Question Altogether. Question ONE is compulsory.

- 1a. Explain the communication cycle. (15marks)
- b. During the communication process, how would you package your message such that it is understood and brings the right feedback. (15 marks)
- c. Explain the importance of proper communication in any organization. (10 marks)

- 2a. Using examples discuss the major types of non-verbal communication. (15 marks)
- b. Explain the importance of nonverbal communication. (15 marks)

- 3a. Assume that your office procured a number of items from OMO Suppliers. The items delivered were fewer than those paid for, of poor quality and some were broken. Write a complaint letter to the sales manager OMO Suppliers. (15 marks)
- b. The sales manager of OMO Suppliers seems to have failed in his job and a replacement is needed. A friend of yours wishes to apply for the above position. Advise him on what five areas to include in Curriculum vitae for the above job. (15marks).

- 4a. You are heading an interview panel for a position of Assistant Lecturer in your faculty. How would you prepare for the above task. (20 marks)
- a. Design five questions you would ask during the interview. (10marks).

5a. Explain the strategies you would follow for effective speech delivery. (15marks)

b. Discuss the modes of delivery in public speech. (15 marks).