

UGANDA MARTYRS UNIVERSITY
FACULTY OF HUMANITIES AND SOCIAL SCIENCES
BACHELOR OF SOCIAL DEVELOPMENT AND COUNSELLING – YEAR II
(2014/2015)
DEPARTMENT OF LANGUAGES

COS 2101 COMMUNICATION SKILLS EXAMINATION

Date: 26.11.2014 Time: 6:00pm – 9:00pm

Instructions:

- Read the questions carefully before attempting to answer any
- All questions carry equal marks
- Answer a new question on a fresh page
- Read through your work for any spelling and grammatical errors before submitting your answer script

- ✓ 1. You are the Human Resource Manager of ADAX Group of Companies and you have just concluded job placement interviews for the following positions:

- a) Communications Assistant
- b) Projects coordinator
- c) Social worker
- d) Counsellor

- (i) Discuss the key issues you focussed on during the interview
- (ii) Write an appointment letter for one of the above posts including clear job specifications

2. It is Friday afternoon and you have been lining up in a queue at the bank in Kampala. You see bankers moving up and down, in and out, without saying a word to the many customers waiting. Something seems to be wrong and you hear customers grumbling and others cursing.

- a. In about 200 words, write down what is going on in your mind.
- b. With your skill in non-violent communication write a dialogue with the manager of the bank.

- ✓ 3. As councillor for Publicity on the local council of your Sub County, you are supposed to give information on immunization of children to the people.

- a) Prepare and write down the message you will give
- b) Present the channel of communication you will use giving reasons why you use it.
- c) State the possible challenges and how you intend to overcome them

- prevish 4. You are the UMUSU president Rubaga Campus and you have a role of mobilizing students of the campus for unity in order to fight for the plight

of their full membership of the university students body. You feel that you have been neglected by the leadership at the main campus.

Write a 10 minutes speech which you will give to the students of Rubaga Campus whom you have gathered. Some members present include the following:

- The Director UMU Rubaga Campus
- The Executive Members UMUSU Nkozi Campus
- The Vice Chancellor UMU
- The Dean Faculty of Humanities and Social Sciences
- All students of UMU Rubaga Campus
- The Dean Faculty of Business Administration and Management
- The Dean of Students
- The UMUSU President UMU Nkozi Campus
- Faculty Administrators Rubaga Campus

5. A friend applied for the job of Counsellor at Rubaga Hospital and passed the interview. She received the appointment letter two months ago and started working immediately. She had however applied for studies and a scholarship has been granted and an admission to the university sent. She feels she shouldn't miss that chance to study.

- a) Advise her on what steps to take as she plans to resign her job
- b) Help her in drafting an good letter of resignation

6. Write notes and illustrations on the following:

- a) Interpersonal communication
- b) Organizational communication
- c) Intercultural communication
- d) Proxemics
- e) Kinesics

7. Communication break down can appear at any level of the communication process.

- a) Discuss the causes of communication break down at the level of the message and at the level of the sender while providing possible remedies to that challenge.
- b) Advise a listener on how to receive the message effectively.

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