

**102104T4HSS**

**HEALTH SERVICES SUPPORT LEVEL 5**

**MED/OS/HSS/BC/01/5/A**

**DEMONSTRATE COMMUNICATION SKILLS**

**INSTRUCTIONS TO CANDIDATES**

*Maximum marks for each question are indicated in brackets ( ).*

*This paper consists of* ***THREE*** *sections: A, B and C.*

*Answer questions as per instructions in each section.*

*You are provided with a separate answer booklet*

**SECTION A (20 MARKS)**

***(Encircle the correct answer)***

***(Answer all question Each question is 1 mark)***

1. Which among the following factors should least be considered when developing a communication strategy
2. Business location and Theory to be used
3. Target audience and Business location
4. Theory to be used and Group Dynamics
5. Group leadership and Target audience
6. How will you enhance communication in an organization
7. Improves workplace communication.
8. Sparks innovation.
9. Improves employee productivity.
10. Increased Remuneration
11. The following steps are used in communication strategy development, which one comes first
12. Revision.
13. Implementation.
14. Analysis.
15. Evaluation.
16. Which of the following is verbal communication for an interview
17. Clapping
18. Maintaining eye contact
19. Listening attentively
20. Smiling and nodding appropriately
21. Identify an appropriate type of interview to be used
22. Face-to-face interview
23. Panel interview
24. Text interview
25. Telephone interview
26. Why are interviews important for job opportunities?
27. Increase goodwill.
28. Both interviewee and interviewer get to know each other well.
29. Chance to know more about the personality of the interviewee.
30. It’s a formality
31. Which of the following is an informal type of communication pathway?
32. Vertical communication.
33. Grapevine communication.
34. Upward communication.
35. Horizontal communication.
36. How can you establish a communication pathway in an organization?
37. Planning a budget.
38. Measuring the effectiveness of the pathways.
39. Improving horizontal and vertical communications.
40. Ensuring mutual understanding
41. Which one of the following is a non-communication process factor?
42. Sender
43. Message
44. Receiver
45. Time
46. The following are characteristics of effective communication except. Which

one?

1. Coherence
2. Clear
3. Concise
4. Shallow
5. Communication pathways are maintained and reviewed by?
6. Researching on the communication pathways.
7. set the objectives and plan.
8. Addressing the business plan.
9. Researching on communication model
10. Which of the following is not a stage in the strategy development process?
11. Formulation
12. Articulation
13. Interviewing
14. Budgeting
15. Why do organizations need to articulate and model their communication techniques?
16. To cover the purpose, scope and strength of the business.
17. To establish a foundation of developing workforce.
18. To minimize strengths and maximize weakness.
19. It’s a formality
20. One of the following practices is inappropriate during interviews.
21. Asking for Clarification
22. Recording interviews
23. Perusing through your documents
24. Listening keenly
25. Which of these is most effective by an interviewee before an interview?
26. Researching into the company
27. Researching into the industry
28. Preparing for any anticipated question
29. Preparing personal appearance
30. The following types of questions are recommended for an interview apart from?
31. Leading questions
32. Probing questions
33. Close questions
34. Open questions
35. Listening in an interview entail?
36. Listening to the hidden questions
37. Listening to the actual question
38. Asking for clarification
39. Asking for explanation
40. Which of the activities should be done by groups to ensure their existence?
41. Identifying and not evaluating what is occurring amongst them.
42. Making decisions on their behaviors and not language use.
43. Expressing individual contributions on an issue.
44. Making and adhering rules, regulations
45. Which of the following ways encourage group participation in activities of interest?
46. Communication and taking sides
47. Deliberation of group activities and judging others
48. Judging and belittling others
49. Information access and communication
50. Which of the following behavior is likely to affect the group meeting or discussion in case of interruptions?
51. Make use of ground rules.
52. Being honest.
53. Not taking sides.
54. Favourism

**SECTION B (40 MARKS)**

***(Answer all questions in this section)***

1. What is the difference between communication and communication pathway? (2 Marks)
2. State TWO ways of identifying communication needs. (2 Marks)
3. State SEVEN (7) barriers of communication. (7 Marks)
4. What is the difference between vertical and horizontal communication? (2 Marks)
5. State FOUR steps to take in maintaining communication pathways. (4 Marks)
6. Outline THREE types of conflicts in an organization. (3 Marks)
7. Give THREE importance of an agenda in a meeting. (3 Marks)
8. State THREE factors to consider for an effective communication technique. (3 Marks)
9. Explain FOUR advantages of using banners as a way of communication. (4 Marks)
10. Highlight FIVE importance of incorporating multimedia in a presentation. (5 Marks)
11. Outline the structure of a good presentation. (5 Marks)

**SECTION C (40 MARKS)**

***(Answer all questions in this section)***

1. Describe FIVE means of communication. (10 Marks)
2. Explain characteristics of effective communication. (10 Marks)
3. With an aid a diagram, discuss the process of communication. (10 Marks)
4. Briefly explain how you will develop a rapport during an interview. (10 Marks)