



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL ADVANCEMENT

DEPARTMENT OF DEVELOPMENT, PROGRAMMING & MANAGEMENT

EXAMINATION PAPER

COURSE CODE : UWC 140

COURSE TITLE : COMMUNICATION SKILLS

DURATION : 3 Hours

DATE : 09 OCT 2023

INSTRUCTIONS TO CANDIDATES:

1. Answer any THREE questions.
2. Section A is **COMPULSORY**
3. Each question carries equal marks. [25]
4. Start each question on a new page of your answer sheet.

NB: DO NOT TURN OVER THE QUESTION PAPER OR COMMENCE WRITING UNTIL YOU ARE INSTRUCTED TO DO SO

SECTION A
THIS SECTION IS COMPULSORY

1. Within the context of your area of study, provide examples of five negative listening habits commonly observed in a lecture setting, and present effective solutions for overcoming these habits. [25 marks]

SECTION B: ANSWER ANY TWO QUESTIONS

2. When preparing for and delivering a presentation, what are the key factors that you would consider ensuring an effective and impactful presentation? Discuss these factors in detail and provide examples to support your counter. [25 marks]

3. In your specific field of study, conduct a broad analysis of five prevalent barriers that impede effective communication among students. Additionally, present well-developed strategies for overcoming or mitigating these barriers. [25 marks]

4. In academic contexts, citing and referencing play a crucial role in maintaining integrity and credibility? Discuss the importance of proper citation and referencing practices, including their role in acknowledging sources, avoiding plagiarism, and supporting the validity of arguments and remember to present valid examples. [25 marks]

5. Discuss the key elements in the communication process and explain their significance in effective communication. Providing examples to illustrate the interplay between these elements and their impact on successful communication outcomes, analyze how each element contributes to the overall communication process. [25 marks]

END OF PAPER

60 / 250 . am