

BINDURA UNIVERSITY OF SCIENCE EDUCATION
DEPARTMENT OF LANGUAGES AND COMMUNICATION SKILLS
FINAL EXAMINATION

PC 103: COMMUNICATION SKILLS

DURATION: THREE HOURS

AUG 2024

INSTRUCTIONS TO CANDIDATES:

- Section A is compulsory.
- Answer any TWO (2) questions from Section B.
- Marks for each question are indicated in brackets.
- Write legibly in the English Language.
- Errors in grammar, punctuation and spelling will be penalised.
- Credit will be given for clear, well organised and coherent responses.

SECTION A (COMPULSORY)

1. a) Discuss with relevant illustrations how the following forms of non-verbal communication can be used to enhance communication in professional setups.
- i. Silence
 - ii. Olfactics
 - iii. Paravocalics
 - iv. Facial expressions
 - v. Eye contact.
- [25 marks]**

SECTION B: (ANSWER ANY TWO QUESTIONS FROM THIS SECTION)

2. a) Explore the concepts of writing as a product and writing as a process. **[10 marks]**
- b) Write detailed and logically presented notes for a novice tertiary student on how they can improve their writing skill. **[15 marks]**
3. Analyse language as a possible barrier to effective communication and proffer befitting solutions. **[25 Marks]**
4. "We communicate not by what we say, but by what listeners understand." Comment. **[25 Marks]**
5. "The most important thing in communication is hearing what isn't said." (Peter F. Drucker). Justify this postulation and explain how you can hear what has not been said. **[25 Marks]**

END OF EXAMINATION PAPER