



KENYATTA UNIVERSITY

**EXAMINATION FOR THE DEGREE OF BACHELOR OF ARTS, BACHELOR OF
EDUCATION AND BACHELOR OF SCIENCE**

(FEBRUARY GROUP)

UCU 110: COMMUNICATION AND COLLABORATION SKILLS

1ST SEMESTER 2021/2022

TIME: 2 HOURS

INSTRUCTIONS:

1. Candidates **MUST** write their registration number in the spaces provided on each answer booklet.
2. There are four Questions in this paper. Candidates **MUST** answer **ALL** the **FOUR** Questions.
3. All answers **MUST** be written in the answer booklet provided.

Q1. READING COMPREHENSION

[25 MARKS]

Read this passage and answer the Questions which follow it.

The ability to communicate effectively in any given context is probably the most important qualification in accounting for our success in those contexts – at home, in school or in the workplace. It is not a wonder that this skill tops the list of the 21st century skills that school systems attempt to develop among their learners. Possessing effective communicative ability gives any citizen a great opportunity to live a productive and fulfilled life. With good communication skills, you stand head and shoulders above your contemporaries. Communicative ability is portrayed in the way you articulate any given issue using both spoken and written discourse and also in your ability to listen actively and to read and understand difficult subject

matter. Using non-verbal behaviour such as use of gestures, facial expression and body language, all work to compliment words used.

Graduate attribute statements in many institutions of higher learning have highlighted this skill for years and placed it on top of others such as collaboration, organization, leadership and critical thinking. Such statements ensure focused attention to the development of the listed skills why exactly is communication example of an undergraduate student training to become a teacher. Teaching like many other professions, - law, medicine, nursing, counselling, business etc depends a great deal on effective communication. Four functions of communication can be identified in a classroom.

Effective teachers use communication to promote understanding, to persuade and influence, to create relationships and to develop their learner's communication and learning skills. The term understanding could turn out to be a difficult word although we use it every day. Repeatedly in the course of our conversations, we keep on asking others: Have you understood? This is very common in teaching. But, then it understanding and what are teaches trying to help learners understand? You may at this point be tempted to jump to conclusions and say, "Subject content of course". Wait a minute. In a classroom, effective learning occurs when teachers understand themselves, when they understand the learners; they understand the subject as well as others in the school environment. And they do not stop there. They need to understand the environment they operate in as well as the one beyond. So teaching is not just about helping learners understand a subject. It has to be used for much more than that as the following paragraph explains.

Teachers, at least effective ones, use communication to persuade and influence their learners. To persuade and to influence are not synonymous terms as one may be easily led to assume. Persuasion is more of a deliberate attempt to get someone to accept or do something. It calls for strategy in application of communication skills and non-verbal action. For instance, if I want a seemingly reluctant friend to accompany me to the coast for a weekend, i will need to be strategic. Think of a teacher who has to deal with misbehaving or disengaged students. Clever use of communication will help in a major way. When it comes to influence, the speaker can achieve this even without much conscious thought. If a teacher is unable to control his emotions and shouts back at the learners, he will at the end influence his students negatively and they will not give him the respect he deserves as a teacher. We are saying her that both negative and

positive influence result from communication. But, you do not need to work very hard to be a negative influence to your learners.

Communication skills are the means of teaching opportunities to their learners to apply listening, speaking, reading and writing skills. These four skills have to be developed if students are going to excel as learners who are capable too work independently to solve problems and to think critically in a variety of contexts. Learners apply communication in asking questions, sharing ideas with others, researching for more information and making judgments regarding the views they encounter from other speakers and writes.

The final function of communication is to initiate relationships and to maintain them. An effective teacher has to be a friend to his learners. Learners have to be friendly to one another and to the teacher. Communication is key in achieving this. A good learning environment is a community of persons who care for each other and who encourage and support members of their team. To achieve this kind of environment, effective communication is necessary. The teacher uses communication, both verbal and non verbal to show his attitude towards the learners and vice-versa. By what the teacher says and how he /she projects himself/herself, learners may term him/her as friendly or not. A friendly teacher is a great asset for learning. In dealing with people formally or informally, good social etiquette is part of skillful communication. By using it effectively, teaches demonstrate their good manners and respect for others--- all essential aspects of communication for promoting harmony among social groups.

- (a) Suggest a suitable title for this passage. (2 marks)
- (b) State three functions of communication from the passage. (3 marks)
- (c) Identify the metaphor in paragraph one and explain what it means in not more than one line. (3 marks)
- (d) Good communication is a set of different capabilities. List four major one. (3 marks)
- (e) According to this author, 'communication is most beneficial to teachers. True or false. Support your answer. (3 marks)
- (f) In what three ways do learners practice as they learn communication skills? (3 marks)
- (g) How does a teacher use communication to create a comfortable learning environment? (3 marks)
- (h) Use one word from the passage that accurately describes the effect of good social etiquette? (2 marks)
- (i) Provide the evidence from the last paragraph that the author is a gender sensitive persons. (3 marks)

Question 2: Writing Skills**[15 marks]**

- (i) List four planning strategies which help you in writing a good plan for your end of term academic essay. (4 marks)
- (ii) The topic (Higher Education) is too broad. Write an improved narrow topic that you would use to write your end of term academic essay. (2 marks)
- (iii) Write three points that you would like to discuss in your academic essay- based on the improved topic in 2 (ii) above. (3 marks)
- (iv) In a paragraph of not more than 200 words, write an introduction of your essay – based on your topic 2 (ii) above. (6 marks)

Question Three: Library Skills**(10 marks)**

- i. Kisima is a first year student at Kenyatta University. He has submitted his first draft of the essay and the facilitator has told him that part of his work is plagiarised. List two possible ethical issues the facilitator came across in the draft. (4 marks)
- ii. Underline and name the various parts of the reference below:
Cough, T. (2000). Improving your relationship through communication (3rd Ed.).
Better Yourselves Books. (2 marks)
- iii. Explain two reasons for evaluating sources of information when doing research on our assignments. (4 marks)

Question Four: Study Skills and Collaboration**(10 marks)**

- a) State any two learning materials that you require. For each, give a reason why they are important. (2 marks)
- b) What two factors should you consider when making a study timetable? (2 marks)
- c) Give any two benefits of team work. (2 marks)
- d) Networking skills are very important for you at the university. What does this mean? (2 marks)
- e) At the university, who can you refer to as 'the knowledgeable others'? Mention only two. (2 marks)