



MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

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UNIVERSITY EXAMINATIONS 2024/2025

FIRST YEAR, FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF EDUCATION ARTS/ BACHELOR OF EDUCATION SCIENCE/ BACHELOR OF SCIENCE IN AGRICULTURAL EDUCATION AND EXTENSION/ BACHELOR OF EDUCATION TECHNOLOGY IN CIVIL ENGINEERING/ BACHELOR OF EDUCATION TECHNOLOGY IN ELECTRICAL ENGINEERING/ BACHELOR OF EDUCATION TECHNOLOGY IN MECAHNICAL ENGINEERING

SCU 3102: COMMUNICATION SKILLS FOR EDUCATORS

DATE: JANUARY 2025

TIME: 2 HOURS

INSTRUCTIONS: Answer Question *One* (Compulsory) and any other *Two* Questions

QUESTION ONE - (30 MARKS)

- a) Good listening skills go beyond merely hearing words; they involve actively processing and engaging with the message being communicated. What are the benefits of having good communication skills? (5 Marks)
- b) Explain Five ways through which visual aids can make a presentation interesting. (10 Marks)
- c) Outline five factors one would consider when selecting a medium of communication. (10 Marks)
- d) Explain five ways of how teachers can use non-verbal communication to enhance student engagement in class? (5 Marks)

QUESTION TWO – (15 MARKS)

- a) Study groups are small groups of students who come together to learn, review, and discuss course material in a collaborative setting. Highlight the potential challenges related to communication that members of a study group are likely to encounter. (5 Marks)
- b) Discuss how digital communication skills are becoming increasingly important in modern education. (10 Marks)

QUESTION THREE - (15 MARKS)

- a) Communication skills are important for interactions with students, because the act of teaching itself requires them. Explain how effective communication skills helps in building a positive teacher-student relationship. (5 Marks)
- b) Effective conflict resolution techniques are essential in classroom management. Outline Five strategies that can help teachers resolve conflicts among students in the classroom. (10 Marks)

QUESTION FOUR – (15 MARKS)

- a) Teaching does not always involve independent work, it also requires collaboration. Why is it important for a teacher to demonstrate courtesy when communicating with colleagues? (3 Marks)
- b) Explain any two elements of communication process. (2Marks)
- c) Peter is a first year university student. Suggest to him any five activities he should apply to carry out an effective study of lecture notes. (10 Marks)

QUESTION FIVE – (15 MARKS)

- a) State five reasons why one should be courteous when writing an official document. (5Marks)
- b) Discuss five possible causes of communication breakdown in an institution. (10 Marks)