



*“Investing in Africa’s future”*

**COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES  
(CHANS)**

**DEPARTMENT OF PUBLIC HEALTH AND NURSING**

**NSNS 305: COMMUNICATION AND COUNSELLING SKILLS (BHSM/BMLS)**

**END OF SECOND SEMESTER FINAL EXAMINATIONS**

**APRIL/MAY 2023**

**LECTURER: Dr. V. K. CHIKANYA**

**DURATION: 3 HRS**

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**INSTRUCTIONS**

Answer **any four (4)** questions

All questions carry equal marks (25).

DO NOT repeat material.

Write legibly



**Question 1**

Citing examples, outline any eight (8) advantages of oral/verbal communication

**25 Marks**

**Question 2**

Citing examples, in brief, outline the six (6) basic principles of communication. **25 Marks**

**Question 3**

In brief, citing examples outline the five (5) steps of the counselling process. **25 Marks**

**Question 4**

Citing examples, outline the seven (7) stages in the communication process **25 Marks**

**Question 5**

Citing examples, explain any five (5) channels (media) of communication that you may use at your work place.

**25 Marks**

**END OF PAPER**