



“Investing in Africa’s future”

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

NSNS 305: COMMUNICATION AND COUNSELLING SKILLS

END OF SECOND SEMESTER/BLOCK EXAMINATIONS

APRIL/MAY 2025

LECTURER: Dr. V. K. CHIKANYA

DURATION: 3 HRS

INSTRUCTIONS

Answer **any four (4)** questions

All questions carry equal marks (25).

DO NOT repeat material.

Write legibly

Question 1

Oral/verbal communication is the richest medium and includes face-to-face, in-person or group presentations, phone conferences, video meetings, speeches, and lectures. Citing examples, outline any eight (8) advantages of using oral/verbal communication at your workplace **25 Marks**

Question 2

Poor communication in any ward, department or unit results in failure to achieve the goals of the health facility. Citing examples, enumerate the six (6) basic principles of communication that you apply to ensure effective communication at your workplace. **25 Marks**

Question 3

A nurse counsels patients, their caregivers and colleagues. Citing examples, in brief, outline the five (5) steps that the nurse follows during the counselling process. **25 Marks**

Question 4

Citing examples, elaborate 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