



COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES & EDUCATION

HUM1104: COMMUNICATION SKILLS

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2025

LECTURER: Mr. J. CHITAKATIRA

DURATION: 3 HOURS

INSTRUCTIONS

1. This paper contains **TWO** sections (Section A and Section B).
 2. Section **A** is **COMPULSORY**.
 3. Answer **ANY TWO (2) questions** from Section B.
 4. Start each question on a new page in your booklet.
 5. Credit will be awarded for logical, systematic and neat presentation
 6. Do not repeat material.
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SECTION A: COMPULSORY

INSTRUCTION: *Answer Question 1.*

Question 1

Discuss writing in an academic context and pay particular attention to the process of writing an essay. Use a suitable example to illustrate this.

[40marks]

SECTION B

INSTRUCTION: *Answer ANY TWO (2) questions.*

Question 2

Examine the importance of emotional intelligence to communicating in a professional context of your choice using suitable examples.

[30 marks]

Question 3

Explain the relationship between reading and a reading strategy and justify its importance in an academic context using an appropriate example.

[30 marks]

Question 4

With the aid of a suitable example(s), explain impression management and show why it is important to communication in a professional context.

[30 marks]

Question 5

Using a suitable example, show how leadership style impacts a communication style in a professional context.

[30 marks]

END OF PAPER