



COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES & EDUCATION

NHCS: COMMUNICATION SKILLS II

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

Comment on the relevance of Daniel Goleman's model of emotional intelligence to communicating in a professional context. **[40 marks]**

SECTION B

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

Question 2

Examine hearing and listening fully using suitable examples and show their importance in an academic context. **[30 marks]**

Question 3

Justify the importance of impression management and show how you could apply it in promoting a positive image of your organization or institution as an individual. **[30 marks]**

Question 4

Discuss the relationship between leadership type and communication style using suitable examples. **[30 marks]**

Question 5

Discuss the importance of reading in an academic context paying particular attention to a specific example of a reading strategy. **[30 marks]**

END OF PAPER