



**COLLEGE OF SOCIAL SCIENCES, THEOLOGY, HUMANITIES &  
EDUCATION**

**NHCS 102: COMMUNICATION SKILL II**

**END OF SECOND SEMESTER EXAMINATIONS**

**Aug 2021/Dec**

**LECTURER: H MARUFU**

**DURATION: 5 HRS**

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***INSTRUCTIONS***

Answer **One (1)** question only.

Attempt **ALL** sections of the question.

Credit will be awarded for logical systematic presentations.

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### **Question 1**

Explain how you would effectively use communication skills as a mediator in resolving cultural conflict.

**(100 marks)**

### **Question 2**

Giving specific examples discuss the importance of communication skills in mediation.

**(100marks)**

### **Question 3**

Discuss why emotional intelligence is important in mediation.

**(100marks)**

**End of Paper**