

## **AFRICA NAZARENE UNIVERSITY**

ENG 003: COMMUNICATION AND STUDY SKILLS AT UNIVERSITY

CAT: ONE

INSTRUCTIONS: ANSWER ALL QUESTIONS

- a) Explain the difference between the following
  - i. Informative and interpretive reports (2 marks)
  - ii. Direct and indirect communication (2 marks)
  - iii. Encoding and decoding (2 marks)
  - iv. Public communication and mass communication (2 marks)
  
- b) With clear illustrations explain the following
  - i. Any one sender related barrier (2 marks)
  - ii. Any one situation related barrier (2 marks)
- c) Explain the use of the following words as used by Telkemariam (2009) in regard to non-verbal communication
  - i. Kinesthetic (2 marks)
  - ii. Paralanguage (2 marks)
- d) Give two features of a good report (2 marks)