



UNIVERSITY EXAMINATIONS

1ST SEMESTER 2025/2026 ACADEMIC YEAR

FIRST YEAR EXAMINATIONS FOR BACHELOR OF EDUCATION

EDU 111: COMMUNICATION SKILLS IN EDUCATION

STREAM: R

TIME: 2 HRS

DAY: THURSDAY (14.30-16.30)

DATE: 29/01/2026

THIS QUESTION PAPER CONSISTS OF THREE (3 PAGES)

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INSTRUCTIONS TO CANDIDATES

Answer Question ONE and any other two.

QUESTION 1 (30 Marks)

- a) i) Define communication. (1 mark)
 - ii) Explain THREE significances of communication in educational settings. (3 marks)
- b) i) State two similarities between TWO communication models studied in this course. (2 marks)
 - ii) Highlight TWO relevancies of each model stated in (bi) to classroom teaching. (4 marks)
- c) i) Differentiate between active listening and empathetic listening (2 marks)
 - ii) Explain when each type of listening mentioned in (ci) is most appropriate in educational contexts. (4 marks)
- d) Discuss FOUR barriers to effective listening in the classroom environment. (8 marks)
- e) Describe THREE specific strategies employed to overcome listening barriers so as to promote active listening among your students. (6 marks)

QUESTION 2 (15 MARKS)

- a) Distinguish between verbal and non-verbal communication, providing an example of each in educational contexts. (5 marks)
- b) Explain with specific examples three ways in which a teacher's non-verbal communication can impact student learning and classroom management. (6 marks)
- c) Explain FOUR main components of active listening. (4 marks)

QUESTION 3 (15 MARKS)

- a) Explain FIVE specific elements of effective oral communication that contribute to teacher clarity. (5 marks)
- b) You have been asked to deliver a 20-minute presentation to parents about the importance of communication in their children's education. Describe how you would:
 - i) Prepare and organize your content (3 marks)
 - ii) Manage presentation anxiety and build confidence (3 marks)
- c) Explain FOUR opportunities that each of the following offer for education.
 - i) Social media (2 marks)
 - ii) Digital technology (2 marks)

QUESTION 4 (15 MARKS)

- a) i) Explain the meaning of the term plagiarism (2 marks)
- ii) State TWO types of plagiarism that students commonly commit in academic writing. (4 marks)
- b) Describe THREE practical strategies you would teach your students to help them avoid plagiarism and maintain academic integrity. Include specific examples of each strategy. (9 marks)

QUESTION 5 (15 MARKS)

Read the case study below and answer the questions that follow:

Ms. Agwambo is a new teacher at Laikipia Secondary School. She has noticed that during her lessons, only a few students participate in class discussions, always the same ones raising their hands. Many students appear disengaged, looking down or at their phones. When she asks questions, she typically waits only 1-2 seconds before calling on someone or answering herself. She has also noticed that some students from diverse cultural backgrounds rarely make eye contact with her, which she interprets as disrespect or lack of interest. Additionally, several students have submitted essays that appear to contain plagiarized content from internet sources. Ms. Agwambo is frustrated and wants to improve her classroom communication.

- a) Explain THREE communication-related problems evident in this case study. (6 marks)
- b) Propose THREE specific, research-based solutions that Ms. Agwambo could implement to address the problems you have identified. For each solution, explain:
- What she should do differently
 - Why this strategy would be effective (with reference to communication theory/research)
 - How she would implement it practically (9 marks)