

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1ST YEAR TERM II, 2026 EXAMINATION

COMMUNICATION SKILLS CPTP101

SPECIAL EXAMINATION

8<sup>th</sup> APRIL, 2026

DURATION: 2 HOURS

2.00 PM – 4.00 PM

Instructions to Candidates

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

### QUESTION ONE

- a) Communication involves sharing and interaction between people in order to exchange meaning. Discuss this statement with appropriate examples. (15 marks)
- b) Distinguish between Verbal communication and Non-Verbal Communication (10 marks)

### QUESTION TWO

- a) Distinguish between formal and non-formal communication (10 marks)
- b) Outline 5 barriers to effective listening (5 marks)

### QUESTION THREE

- a). Outline five advantages of using written communication (10 marks)
- b) Highlight five factors to consider when selecting a medium of communication (5marks)

### QUESTION FOUR

Write short notes on the following:(15 marks)

- a. Decoding
- b. Gender neutral language
- c. verbal communication
- d. Active listening
- e. Intrapersonal communication



### QUESTION FIVE

Listening is a very important skill in the process of effective communication. Discuss this statement with the aid of relevant examples (10 marks)

- b) Identify five functions of Non –Verbal communication (5 marks)

### QUESTION SIX

- a) Communication barriers arise at any stage of the communication process. Discuss any five barriers to effective communication. (10 marks)
- b) Identify any five negative impacts of Technology in the process of communication (5 marks)

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END

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL TRAINING PROGRAMME)

EXAMINATION - FIRST YEAR TERM 2

COMMUNICATION SKILLS - CPTP 101

25<sup>TH</sup> NOVEMBER, 2025



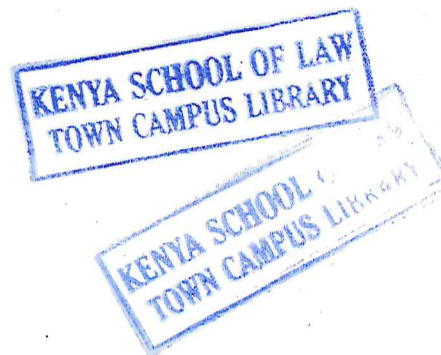
DURATION: 2 HOURS  
2.00 PM – 4.00 PM

Instructions to Candidates

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

1. a) Developing both your intrapersonal and interpersonal communication will ultimately bring you success as an effective communicator. Discuss this statement with the aid of relevant examples (15 marks)
- b) Using illustrative examples, distinguish between Verbal communication and Non-Verbal Communication (10 marks)
- 2.a) Body language refers to the non-verbal signals that we use to communicate. Discuss this statement with appropriate examples (10 marks)
- b) Briefly outline five characteristics of an effective conversation in communication. (5 marks)
- 3a). Outline the stages involved in the communication process (10 marks)
- b) Using examples, discuss the importance of Gender - Neutral Language in Communication. (5marks)
4. Write short notes on the following: (15 marks)
  - a. Coding.
  - b. Encoding.
  - c. Emotional intelligence.
  - d. Active listening.
  - e. Public speaking skills.
- 5.a) Explain five habits of highly effective communicators. (10 marks)
- b) Identify five functions of Non -Verbal communication. (5 marks)
- 6.a) Communication barriers arise at any stage of the communication process. Discuss any five barriers to effective communication. (10 marks)
- b) Distinguish between Active and Passive voice with the aid of relevant examples. (5 marks)



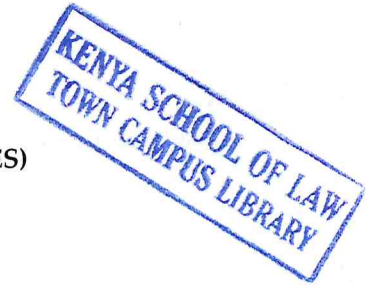
THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>ST</sup> YEAR TERM II EXAMINATION

SPECIAL EXAMINATIONS



COMMUNICATIONS SKILLS - CPTP 101

8<sup>th</sup> April, 2025

DURATION: 2 HOURS

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

### Question One

- (a) Non-verbal communication reveals a lot about a communicator and a communicator's relationship with their audience. Using **FIVE (5)** examples discuss this statement. (15Marks)
- (a) Explain any **FIVE (5)** negative impacts of technology in modern day communication. (10 Marks)

### Question Two

Communication is a process that involves various steps. Discuss with the aid of relevant examples.

(15 Marks)

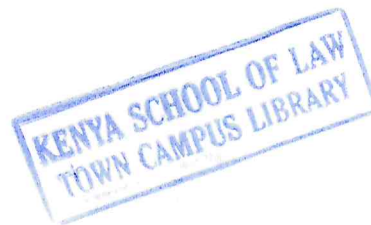
### Question Three

- (b) Explain any **FIVE (5)** characteristics of an effective public speaker. (10 Marks)
- (c) Explain any **FIVE (5)** forms of non-verbal communication. (5 Marks)

### Question Four

Write brief explanatory notes on the following: -

- (a) Body language. (5 Marks)
- (b) Active listening. (5 Marks)
- (c) Active voice. (5 Marks)



### Question Five

Discuss **FIVE (5)** barriers to effective communication with the aid of relevant examples.

(15 Marks)

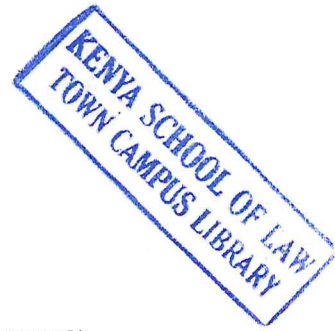
### Question Six

- (a) Explain any **FIVE (5)** factors one would consider when selecting a medium of communication. (10 Marks)
- (b) Using illustrative examples, distinguish between listening and learning. (5 Marks)

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END

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>ST</sup> YEAR TERM II EXAMINATIONS

COMMUNICATION SKILLS – CPTP 101

26<sup>TH</sup> NOVEMBER, 2024

DURATION: 2 HOURS

2.00 PM – 4.00 PM

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

### QUESTION ONE

- (a) Explain **FIVE (5)** ways of how non-verbal communication can change or improve an audience's understanding of a speaker's message. (15 Marks)
- (b) "Communication is a process which involves a series of steps". **DISCUSS** this with the aid of relevant examples. (10 Marks)

### QUESTION TWO

- (a) Using **FIVE (5)** examples, distinguish between formal and informal communication. (10 Marks)
- (b) Outlining **FIVE (5)** examples, discuss various ways of overcoming barriers in communication. (5 Marks)

### QUESTION THREE

- (a) Effective speaking is done in a way that your message is clearly heard and received properly. In light of the above statement, outline any **FIVE (5)** Public Speaking Skills. (10 Marks)
- (b) State and explain any **FIVE (5)** barriers affecting listening. (5 Marks)

### QUESTION FOUR

Write brief explanatory notes on the following:

- (a) Emotional Intelligence. (3 Marks)
- (b) Gender Neutral Language. (3 Marks)
- (c) Active Listening Skills. (3 Marks)
- (d) Code Switching. (3 Marks)
- (e) Oral Communication. (3 marks)

### QUESTION FIVE

- (a) Non-verbal communication reveals a lot about a communicator and a communicator's relationship with his/her audience. **DISCUSS** the above statement using **FIVE (5)** examples. (10 Marks)
- (b) Identify **FIVE (5)** negative impacts of Technology in communication. (5 Marks)

### QUESTION SIX

- (a) Using **FIVE (5)** examples each, distinguish between verbal communication and non-verbal communication. (10 Marks)
- (b) Using **FIVE (5)** illustrations, explain why active voice is preferred for effective communication. (5 Marks)

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**END**

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>ST</sup> YEAR TERM II EXAMINATION

SPECIAL EXAMINATIONS

COMMUNICATIONS SKILLS - CPTP 101

7<sup>th</sup> May, 2024

DURATION: 2 HOURS

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

### Question One

- (a) A barrier in the communication process is any interference in the encoding and decoding to reduce the clarity of the message. Discuss this statement with FIVE (5) appropriate examples. (15Marks)
- (b) Listening is a very important aid to communication. Outline FIVE (5) skills in listening. (10 Marks)

### Question Two

- a) Using FIVE (5) examples for each, distinguish between formal and informal communication. (10 Marks)
- b) Outline FIVE (5) benefits of effective communication in an organization. (5 Marks)

### Question Three

- (a) Explain FIVE (5) advantages of using written communication over oral communication. (10 Marks)
- (b) Highlight FIVE (5) potential challenges of using technology in the communication process. (5 Marks)

### Question Four

Write brief explanatory notes on the following topics: -

- (a) Interpersonal and Intrapersonal communication. (5 Marks)
- (b) Emotional intelligence. (5 Marks)
- (c) Gender Neutral Language. (5 Marks)

### Question Five

- (a) Explain FIVE (5) factors one would consider selecting a medium of communication. (10 Marks)
- (b) Explain FIVE (5) forms of non-verbal communication. (15 Marks)

### Question Six

- (a) State FIVE (5) characteristics of an effective public speaker. (5 Marks)
- (b) Using FIVE (5) examples, discuss the instances in which passive voice can be used in scholarly writing over the active voice. (10 Marks)

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END



THE KENYA SCHOOL OF LAW

DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>ST</sup> YEAR TERM II EXAMINATION



COMMUNICATION SKILLS – PTP 101



23<sup>RD</sup> JANUARY 2024

DURATION: 2 HOURS

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER



### QUESTION ONE

- a) With the aid of **FIVE (5)** examples, explain the role which body language plays in social interactions. (15 marks)
- b) Using **FIVE (5)** clear examples / illustrative examples distinguish between verbal communication and non-verbal communication. (10 marks)

### QUESTION TWO

- a) Effective speaking is done in a way that your message is clearly heard and received properly. Considering this, outline any **FIVE (5)** Public Speaking Skills. (10 Marks)
- b) Systematically identify the stages in the communication process. (5 Marks)

### QUESTION THREE

- a) Barriers to effective communication can arise at any stage of the communication process and frustrate the concerned parties. Discuss this statement with **FIVE (5)** relevant examples. (10 Marks)
- b) Explain **FIVE (5)** ways of addressing barriers for effective communication. (5 Marks)

### QUESTION FOUR

Write brief explanatory notes on the following:

- a) Interpersonal Communication and Intrapersonal Communication. (5 Marks)
- b) Gender neutral language; and (5 Marks)
- c) Emotional Intelligence. (5 Marks)



### QUESTION FIVE

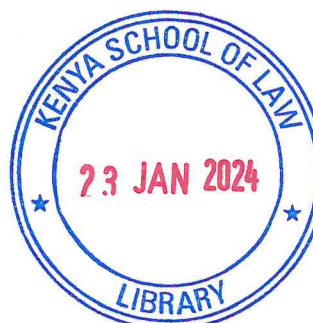
- a) Using **FIVE (5)** examples for each distinguish between formal and informal communication. (10Marks)
- b) Outline **FIVE (5)** attributes of effective communication. (5 Marks)

### QUESTION SIX

- a) Using **FIVE (5)** examples, discuss the instances in which passive voice can be used in scholarly writing. (10 Marks)
- b) Discuss any **FIVE (5)** difficulties that may be enhanced while listening. (5 Marks)

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END



THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>ST</sup> YEAR TERM II EXAMINATION



COMMUNICATION SKILLS – PTP 101

22<sup>ND</sup> MARCH 2023

DURATION: 2 HOURS

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

### QUESTION ONE

- a) The ability to accurately receive and interpret messages in the communication process is critical. Discuss this statement with the aid of relevant examples. (15 marks)
- b) Explain **FOUR** types of listening. (10 marks)

### QUESTION TWO

Communication barriers can arise at any stage of the communication process. With the aid of clear illustrations, discuss five barriers to effective communicators. (15 Marks)

### QUESTION THREE

- a) Discuss **FIVE** elements which make communication effective. (10 Marks)
- b) Outline **FIVE** stages involved in the communication process. (5 Marks)

### QUESTION FOUR

- a) Discuss **FIVE** habits of highly effective communication. (10 Marks)
- b) Distinguish between formal and informal communication. (5 Marks)

### QUESTION FIVE

Write short notes on the following:

- a) Emotional Intelligence. (5 Marks)
- b) Information overload (5 Marks)
- c) Non-verbal Communication (5 marks)

### QUESTION SIX

- a) With the aid of relevant examples, distinguish between Active and Passive voice in communication. (10 Marks)
- b) Explain the importance of verbal communication. (5 Marks)

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END

THE KENYA SCHOOL OF LAW

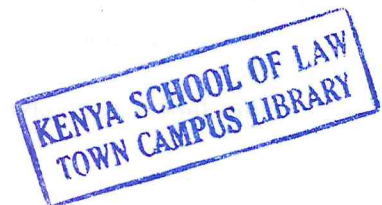


DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>ST</sup> YEAR TERM II EXAMINATION

COMMUNICATION SKILLS – PTP 101

6<sup>TH</sup> April 2022



DURATION: 2 HOURS

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER



### QUESTION ONE

- (a) The ability to effectively engage in a conversation is developed through a knowledge and skills set.

Discuss this statement with the aid of relevant examples.

(15 marks)

- (b) Identify and explain five habits of highly effective communicators.

(10 marks)

### QUESTION TWO

- a) Outline five principles of effective listening.

(5 Marks)

- b) Distinguish between verbal and non-verbal communication.

(10 Marks)

### QUESTION THREE

- a) Briefly outline five (5) characteristics of effective communication.

(10 Marks)

- b) Distinguish between formal and non-formal communication.

(5 Marks)

### QUESTION FOUR

- a) Discuss five barriers to effective communication.

(10 Marks)

- b) Outline the stages involved in the communication process.

(5 Marks)

### QUESTION FIVE

Write short notes on the following:

- a) Emotional Intelligence.
- b) Decoding
- c) Encoding
- d) Active-Listening.
- e) Oral Communication



(3 Marks)

(3 Marks)

(3 Marks)

(3 marks)

(3 marks)

### QUESTION SIX

- a) With the aid of relevant examples, distinguish between Active and Passive voice.

(5 Marks)

- b) Discuss five (5) advantages of non-verbal communication.

(10 Marks)

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END

THE KENYA SCHOOL OF LAW



DIPLOMA IN LAW (PARA-LEGAL STUDIES)

1<sup>st</sup> YEAR TERM II EXAMINATION



COMMUNICATION SKILLS – CPTP 101



10<sup>TH</sup> JUNE, 2021

DURATION: 2 HOURS

**Instructions to Candidates**

- (a) Answer Question ONE and ANY OTHER THREE Questions
- (b) Question ONE carries 25 Marks
- (c) All other questions carry 15 Marks each

PLEASE TURN OVER

### QUESTION ONE

- a) Communication is a dynamic process of action and interaction towards a desired goal. With the aid of relevant examples, explain any **FIVE** elements of the communication process. (15 Marks)
- b) Distinguish between verbal & non-verbal communication. (5 Marks)

### QUESTION TWO

- a) Explain the **FOUR** types of language skills. (8 Marks)
- b) What factors would you consider when choosing a communication medium? (7 Marks)

### QUESTION THREE

Communication barriers can arise at any stage of the communication process. With the aid of clear illustrations, discuss **FIVE** barriers to effective communication. (15 Marks)

### QUESTION FOUR

- a) Outline **FIVE** principles of effective listening. (10 Marks)
- b) Distinguish between formal & informal communication. (5 Marks)

### QUESTION FIVE

- a) Explain the importance of non-verbal communication. (5 Marks)
- b) Briefly outline the advantages & disadvantages of non-verbal communication. (10 Marks)

### QUESTION SIX

Write short notes on the following:

- a) Active & Passive Voice (5 Marks)
- b) Gender – neutral language (5 Marks)
- c) Public Speaking Skills. (5 Marks)



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END