



PAN AFRICA CHRISTIAN UNIVERSITY

Sept - Dec 2025 Trimester Exams

UCC 104: Communication Skills (ONLINE)

Time 3hrs.

Instructions: Answer question ONE and any other THREE questions

Question 1 (Compulsory): (10 Marks)

A project manager, Ms. Chen, sends an urgent, detailed email at 11:00 PM to her team about a critical meeting the next day. The meeting involves discussing the negative findings from a key internal report. During the meeting, Ms. Chen maintains a firm, slightly elevated tone and avoids making eye contact with the team members; instead, she looks down at her notes for most of the presentation.

- i) Identify two distinct barriers to effective communication in the scenario described above. (2 marks)
- ii) Analyze two of the project managers' non-verbal cues and explain the likely message they are sending to the team, regardless of their verbal words (4 marks)
- iii) Suggest one simple modification Ms. Chen could make to her non-verbal communication to convey confidence and openness. (2 marks)
- iv) Imagine you have just listened to a lecture (Source A) and read a detailed case study (Source B) on organizational leadership.

Source A (Lecture): Stresses that effective leaders are highly extroverted, charismatic, and make rapid, decisive judgments.

Source B (Case Study): Focuses on highly successful "quiet" companies where introverted leaders who practice deep listening and consult widely before making slow, deliberate decisions were key to long-term success.

Explain how the skills of critical reading/listening are required to move from merely summarizing the two sources to achieving a successful synthesis. (2 Marks)

Answer Any Three questions

Question 2 (10 Marks)

You are a student advisor, and a student comes to you visibly distressed, saying, "I'm not sure if I can finish this course. My grades are slipping, and I've been feeling overwhelmed and isolated lately. Maybe I should just drop out."

- i) Draft an Active Listening response (1–2 sentences) that uses at least two components of active listening (4 marks)
- ii) Explain why this specific type of verbal response is more effective than immediately offering a solution (4 marks)
- iii) Assuming you *did* find a credible, peer-reviewed journal article by a single author named Dr. Jane E. Smith, published in 2024, titled *The Future of AI in Education* in the journal *Tech Today* (Volume 15, Issue 2, pages 45-60):

Write the correct APA 7th edition Reference List entry that you would include in your write-up (2 marks)

Question 3 (10 Marks)

Reading Passage (Hypothetical)

"While many argue that social media platforms are a necessary component of modern political engagement, their algorithmic structure inherently fosters echo chambers, leading to greater political polarization. Furthermore, the reliance on rapid, image-based communication over nuanced, text-heavy discourse has demonstrably diminished the quality of public debate. Therefore, a strategic reduction in dependence on these platforms is essential for reviving civil, democratic discourse in the twenty-first century."

- i) Identify the claim in the passage and explain its purpose. (2 marks)
- ii) In one concise sentence (no more than 25 words), summarize the main argument of the passage (3 marks)
- iii) Explain which specific reading skill was most essential for completing part (1) and why (3 marks)
- iv) "Your organization is rolling out a new mandatory policy, and staff are highly resistant. They keep interrupting the presenter with emotional counter-arguments, which derail the information session".

Describe the primary type of communication barrier most evident in this scenario (2 marks)

Question 4 (10 Marks)

"Hey Professor, I know this paper is late, sry. I was super busy with my part-time gig and family stuff. The main point I was trying to get across is that climate change is real, and the government should like, totally stop all the pollution, ASAP. Can I get another chance? Thx."

- i) Rewrite the above text into a Formal Academic email suitable for submission to a university professor (5 marks).
- ii) Identify and briefly explain two specific changes you made to adhere to formal academic writing standards. (5 marks)

Question 5 (10 Marks)

Create a detailed outline for the body section (excluding the introduction and conclusion) of a 5-paragraph argumentative essay on the following prompt: *"Should all university lectures be replaced with asynchronous, online modules"?*

Your outline should include:

- i) The Thesis Statement for the entire essay (2 marks)
- ii) The Topic Sentence for each of the three body paragraphs (3 marks)
- iii) A supporting point (key evidence/reason) for each topic sentence (5 marks)