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LEVEL 5

Demonstrate Communication Skills

July/Aug 2023

TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET-CDACC)

WRITTEN ASSESSMENT

Time:3 hours

INSTRUCTIONS TO CANDIDATE

1. The paper consists of Three sections: **A, B** and **C.**
2. Marks for each question are as indicated
3. You are provided with a separate answer booklet.
4. Do not write on the question paper.

This paper consists of 6 printed pages.

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing

SECTION A: (20 MARKS)

*Answer **all** questions in this section. Each question carries one Mark.*

1. Mary wanted to talk to Emily but she said "I don't want to talk, I am unwell." Which among the following affects communication?
   A. Past Experience
   B. Visual Perception
   C. Feelings
   D. Environment
2. The person who notices, decodes and attaches some meaning to a message is;
   A. Sender
   B. Receiver
   C. encoder
   D. Transmitter
3. John has sent a letter to Sheila. Which of the following methods will Sheila use to receive the information sent by john?
   A. Listening
   B. Speaking
   C. Reading
   D. Writing
4. At work place employers communicate often via written communication. Which of the following represent written form of communication;
   A. Memos, letters, videos
   B. Posters, mails, audios
   C. Audios, video, letters
   D. Posters, memos, handouts
5. You have been selected to prepare for presentation. Which one of the following will you consider when developing the presentation;
   A. Leadership
   B. Gender of the presenter
   C. Weather
   D. Target group.
6. Effective communication is considered complete whenever there is;
   A. Message

B. Channel

C. Feedback

D. Medium

7. Barriers to communication are common in the workplace. Identify a barrier of communication among the following;

A. Clarity

B. Politeness

C. Completeness

D. Culture

8. Which one of the following is a disadvantage of written communication?

A. Time Consumption

B. Flexibility

C. Scope of Clarification

D. Source of evidence

9. Wanjiku is seen biting nails during an interview. Her behavior demonstrates;

A. Happiness

B. Anger

C. Nervousness

D. Confidence

10. Identify a statement that represents downward communication in an organization;

A. A subordinate to superior

B. A subordinate to a subordinate

C. A superior to a superior

D. A superior to a subordinate

11. A senior worker had decided to use informal communication to sensitize other workers on the benefits of using personal protective equipment when working. Which method will s/he use;

A. Vertical

B. Grapevine

C. Upward

D. Horizontal

12. Verbal communication is usually effective in conveying a message. Identify a verbal means of communication;

A. Speech

B. Maps

C. Signs

D. Behavior

13. Communication process is systematic and follows the following pattern;

A. Sender, receiver, feedback, encoding

B. Encoding, sender, feedback, receiver

C. Encoding, sender, receiver, feedback

D. Sender, encoding, receiver, feedback

14. Identify an example of inappropriate non-verbal communication behavior at work;

A. Putting arm around a coworker's shoulder

B. Shaking hands firmly

C. Looking at the speaker with a smile

D. Standing with an upright posture

15. If you want to complain, how best are you supposed to behave?

A. Stay calm but stick to your point

B. Get very angry

C. Get ready to fight

D. Get ready to cry

16. A good dress code is an example of;

A. Verbal communication

B. Nonverbal communication

C. Written communication

D. Spoken communication

17. A person responsible for preparing minutes of a meeting is?

A. Chairman

B. Laymen

C. Treasurer

D. Secretary

18. Customer satisfaction is one of the key objectives of an organization. Select the importance of customer care.

A. To fulfil legal requirements

B. To keep customers

C. To spend money

D. To make customer look good

19. Which one of the following will not distract you during a meeting?

A. Maintaining eye contact
B. Scrolling through the phone
C. Reading a newspaper
D. Making a phone call

20. Which part of communication process is affected by noise?
A. Receiver
B. Encoding
C. Decoding
D. Message.

SECTION B: (40 MARKS).

*Answer **all** questions in this section.*

21. Communication is important in the day-to-day activities. Highlight FIVE ways on how to communicate effectively at work place. (5 Marks)
22. You are asked to make a presentation on communication skills. State FIVE importance of communication in an organization. (5 Marks)
23. Listening is the ability to accurately receive and interpret messages in the communication process. State FOUR benefits of listening as an aspect of communication in an organization. (4 Marks)
24. For effective communication to take place, we must incorporate various elements. Give FOUR elements of communication. (4 Marks)
25. Identify THREE types of questions that may be used at the workplace to enhance effective answers and better relationships. (3 Marks)
26. There are different approaches required to meet the communication needs of our clients and colleagues. Give THREE approaches to communication. (3 Marks)
27. Communication strategy is needed for an organization to flourish. Outline FIVE factors that support implementation of a communication strategy. (5 Marks)
28. Communication is generally understood as spoken or written however it is more than that. Highlight THREE features of communication. (3 Marks)
29. Communication strategies are vital in realization of communication objectives. Identify FOUR key elements of communication strategy. (4 Marks)
30. Conflicts are inevitable at the work place where different people meet daily. State FOUR possible causes of conflict at the workplace. (4 Marks)

SECTION C: (40 MARKS).

*Answer any **TWO** questions in this section*

31. Group work helps to build a positive and learning experience by preparing the learners for work beyond the classroom

    a) Describe FIVE stages of group development process. (10 Marks)

    b) Discuss FIVE types of group communication. (10 Marks)

32. Effective communication requires us to be clear and complete in what we are trying to express. Being an effective communicator in your professional and personal life involves learning the skills to exchange information with clarity, empathy and understanding. Explain TEN barriers of effective communication. (20 Marks)

33. You as a communication skills student has been contracted by XYZ company to develop a presentation on conflict resolution in the company.

    a) Explain FIVE key effective steps that you would apply to come up with the presentation (10 Marks)

    b) Discuss FIVE various types of presentations. (10 Marks)

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