©2023 TVETCDACC

LEVEL 5

Demonstrate Communication Skills

November/December 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 in the brackets
3. Do not write on the question paper, all answers should be in written in the answer booklet provided

This paper consists of SEVEN (7) 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 the question in this section. Each question is 1 mark.

1. The most effective way to phrase your message when giving feedback to a report presented to you would be?
    A. "You always make mistakes in your work."
    B. "Your work is terrible."
    C. "I noticed a few errors in your recent report. Let's work together to correct them."
    D. "You're the worst at this."
2. In a conflict resolution scenario, what is "compromise"?
    A. Giving in to the other person's demands completely.
    B. Finding a middle ground where both parties give up something to reach an agreement.
    C. Avoiding the conflict and hoping it will go away.
    D. Ignoring the conflict altogether.
3. Sheila is working in a customer service desk. Give reason why it is important to be clear and concise when communicating?
    A. To make communication more enjoyable to listener.
    B. To demonstrate her speaking skills.
    C. To avoid misunderstandings and save time.
    D. To create a sense of belonging in the conversation.
4. As a team leader, what is the effective approach when delivering constructive feedback to team members?
    A. Be vague to avoid hurting their feelings.
    B. Use humor to lighten the mood.
    C. Focus on specific behaviors and their impact, and offer suggestions for improvement.
    D. Provide feedback only during formal performance reviews.

5. In a job interview, when asked about your weaknesses, which of the following responses demonstrates strong communication skills?

A. "I don't have any weaknesses."

B. "I sometimes struggle with time management, but I'm working on it."

C. "I prefer to work alone and find it hard to collaborate with others."

D. "I have many weaknesses, but I don't think they're relevant to this job."

6. Effective communication builds relationship. Which one of the following is an approach that can be used to meet communication needs of workers in an organization?

   A. Respectfulness

   B. Total Hearing

   C. Distractions

   D. Inattentiveness

7. One of the following is an important non-verbal aspect of communication;

   A. Maintaining constant eye contact

   B. Responding to emails promptly

   C. Facial expression, gestures and body language

   D. Using technical jargon

8. Identify from the following an advantage of active listening in a professional context

   A. It saves time by cutting short conversations.

   B. It demonstrates your expertise on the subject.

   C. It shows respect and understanding.

   D. It allows you to dominate the conversation.

9. The primary goal of communication is?

   A. To create barriers

   B. To be polite

   C. To have completeness

   D. To effect a change

10. During delivery of a presentation a key element of effective communication would be?

    A. Avoiding eye contact with the audience

B. Speaking as fast as possible to cover all the material.

C. Organizing content logically and using visual aids effectively.

D. Using complex technical jargon to impress the audience.

11. Which one of the following is involved in evaluating group communication strategies?

A. Deciding on the type of evaluations to be conducted

B. Establishing the meters to be measured

C. Establishing key developments

D. Having a deal

12. A potential drawback of closed-ended questions in communication is?

A. They encourage detailed responses

B. They may limit the amount of information shared

C. They promote open and honest dialogue

D. They establish rapport and trust

13. The primary purpose of a curriculum vitae is?

A. To list all the job, you've ever had

B. To give information about your talents

C. To showcase your qualification and experiences

D. To demonstrate ability of writing

14. During communication strategy development the first stage is known as?

A. Revision.

B. Implementation.

C. Analysis.

D. Evaluation

15. When information flows from one functional area to the other at the same level, this will be referred to?

A. Horizontal communication

B. Informal communication

C. Grapevine communication

D. Upward communication

16. One of the following is the important reason of setting agenda for a meeting?

A. To measure success of a meeting

B. To help the group prepare for the meeting
C. To give reason why people shouldn't attend the meeting
D. To help in disciplining those who don't contribute

17. In a business meeting, which one of the following is an example of active listening?
A. Interrupting others to share your ideas.
B. Checking your email during the meeting.
C. Nodding in agreement and asking clarifying questions.
D. Remaining silent throughout the discussion.

18. Show an example of an etiquette in professional email communication.
A. Using informal language to make the email more personal.
B. Including all details in the body of the email without attachments.
C. Forwarding all received emails without responses to save time.
D. Proofreading and spell-checking the email before sending it.

19. During a negotiation, which of the following is a key aspect of effective communication?
A. Being inflexible and not considering the other party's perspective.
B. Making unrealistic demands to gain an advantage.
C. Actively listening, asking questions, and seeking common ground.
D. Avoiding eye contact to maintain a poker face.

20. The communication strategy that is most appropriate when answering behavioral interview questions that ask about your past experiences and actions is?
A. Using vague and general responses
B. Sharing specific examples from your past
C. Avoiding eye contact with the interviewer
D. Responding with unrelated anecdotes

SECTION B (40 MARKS)

Answer all the questions in this section. Marks are indicated in bracket

21. State FOUR importance of nonverbal communication in a professional context. (4 Marks)
22. Adapting your communication style when working with team members from different cultural backgrounds is essential for effective collaboration. Highlight FOUR ways to do so. (4 Marks)
23. List THREE common methods or tools you can use to assess communication needs in a workplace. (3 Marks)
24. When identifying communication needs and targeting your audience, it's crucial to consider several factors to ensure effective communication. State FIVE important factors to take into account. (5 Marks)
25. Recognizing signs of unmet communication needs within an organization is essential for addressing issues and improving communication effectiveness. State FOUR common signs that may suggest an organization has unmet communication needs. (4 Marks)
26. Effective communication builds relationships between colleagues, clients and organizations. Identify FOUR approaches can be used to meet communication needs of clients. (4 Marks)
27. Setting clear objectives when developing communication strategies is essential. State FOUR why it is important to set clear objectives. (4 Marks)
28. Formal communication pathways refer to established and structured channels for the flow of information within an organization. Name FOUR formal communication pathways.(4 Marks)
29. Failure in communication strategy implementation can result from various factors. State FOUR common causes. (4 Marks)
30. Highlight FOUR importance of interviews (4 Marks)

SECTION C (40 MARKS)

Answer only two questions in this section. Each question is 20 marks.

31. Effective communication is crucial during job interviews, as it allows you to present your qualifications and personality in the best light.
    a) Explain FIVE communication strategies for interviews. (10 Marks)
    b) As the human resource manager of DPK investment, elaborate FIVE ways on how you will get the required information from your interviews. (10 Marks)
32. Encouraging group participation is essential for effective teamwork and collaboration
    a) Describe the FIVE strategies that can help to foster and promote active group participation. (10 Marks)
    b) Explain FIVE key factors to take into account when creating a group meeting agenda. (10 Marks)
33. Preparing for a presentation, whether in an internal or external forum, is crucial to ensure that the organization's message is effectively conveyed.
    a) Explain SIX steps that can be part of your typical preparation process. (12 Marks)
    b) Discuss FOUR obstacle that you may face while presenting to promote the organization. (8 Marks)

THIS IS THE LAST PRINTED PAGE