



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

Qualification : Level 6
Unit of Competency: Demonstrate Communication Skills

ASSESSORS GUIDE

SECTION B (30 MARKS)

Answer all the questions in this section

1. Explain FIVE strategies that a chairperson may adopt in order to stir a meeting (5marks)
 - ✓ **Observe punctuality**
 - ✓ **Control meeting**
 - ✓ **Define purpose of meeting**
 - ✓ **Ensure all members contribute**
 - ✓ **Make summaries and decisions**
2. List four ways of using etiquette in an organization (4 marks)
 - ✓ **Requesting; please,**
 - ✓ **Appreciating : thank you,**
 - ✓ **Apologizing: sorry**
 - Congratulating: good work**
3. As a manager in one of top parastatals in Kenya, you communicate frequently with the subordinates. Give five characteristics of a good communicator that you will employ.

(5marks)

 - ✓ **Provides positive feedback.**
 - ✓ **Listens carefully and ask questions to clarify the message.**
 - ✓ **has empathy, thinking from the other person's point of view**
 - ✓ **Encourages the speaker to provide more detail.**
 - ✓ **is clear in expressing own point of view and position without dominating the conversation**

(award 1mark for each correct point)
4. Social media is increasingly used to pass information to people in various organizations. Discuss any five negative effects of social media on communication. (10marks)
 - ✓ **Disrupts protocol**
 - ✓ **Can lead to distortion if not well operated**
 - ✓ **Minimizes confidentiality of information**
 - ✓ **Affects emotional reactions**
 - ✓ **Affects social cues**
 - ✓ **Affects face to face interactions**
 - ✓ **Affects listening skills**

(award 2mks for each correct point well discussed)