

LEVEL 4

Demonstrate Communication Skills

November/December 2023



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

WRITTEN ASSESSMENT

Time:2 Hours

INSTRUCTIONS TO CANDIDATE

1. This paper has two sections A and B.
2. Attempt questions in each section as per instructions given in the section.
3. You are provided with a separate answer booklet.
4. Answer all questions in the answer booklet.
5. Marks for each question are indicated in the brackets.
6. Do not write on the question paper.

This paper consists of FOUR (4) 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 (10 MARKS)
Answer ALL questions
Each question carries (1mark)

1. How will you enhance communication in an organization?
 - A. Improving workplace communication
 - B. Sparking innovation
 - C. Improving employee productivity
 - D. Increased Remuneration
2. The primary source of conflict in communication is?
 - A. Lack of technology
 - B. Excessive politeness
 - C. Misunderstandings
 - D. Time management issues
3. Active listening will help to resolve conflicts in communication by;
 - A. Avoiding the issue
 - B. Improving understanding and empathy
 - C. Making quick judgements
 - D. Dominating the conversation
4. In a business setting, which communication channel is typically considered the most formal and authoritative?
 - A. Video conferencing
 - B. In-person meetings
 - C. Written letters
 - D. Phone calls
5. One of the following is a consideration when selecting a communication channel;
 - A. Personal preference of the sender
 - B. The fastest available option
 - C. The cost of communication
 - D. The complexity of the message
6. During a job interview, if you encounter a question, you're unsure about, which of the following communication strategies is recommended?
 - A. Refusing to answer the question
 - B. Changing the topic to your own accomplishments
 - C. Politely asking for clarification or more information
 - D. Providing a fabricated response
7. The primary purpose of effective questioning in communication is?
 - A. To dominate the conversation
 - B. To make the conversation longer
 - C. To gather information and promote understanding
 - D. To avoid interaction with others

8. The listening technique that involves paraphrasing or restating what the speaker has said to confirm and understand is known as?
 - A. Selective listening
 - B. Passive listening
 - C. Inattentive listening
 - D. Active listening
9. An example of an open-ended question is?
 - A. "Is this your first time here?"
 - B. "Did you enjoy the presentation?"
 - C. "What do you think about the project's progress?"
 - D. "Are you feeling okay today?"
10. The nonverbal cue that is often associated with nervousness or discomfort is?
 - A. Fidgeting or tapping
 - B. Smiling
 - C. Maintaining eye contact
 - D. Leaning forward

SECTION B (40 MARKS)

Answer all questions in this section

11. State THREE ways of identifying communication needs. (3 Marks)
12. What is the difference between communication and communication pathway? (2 Marks)
13. You are asked to make a presentation on communication skills. List FOUR importance of communication in an organization. (4 Marks)
14. Outline FOUR ways you can encourage participation in a group. (4 Marks)
15. Highlight FOUR ways a company can advertise its products. (4 Marks)
16. You have realized that two of your team members are always in an argument. Mention FOUR types of conflicts in an organization. (4 Marks)
17. Define the following types of communication. (4 Marks)
 - a) Upward communication
 - b) Downward communication
18. List TWO advantages of using banners as a way of communication. (2 Marks)
19. Identify THREE different barriers to communication in an organization. (3Marks)
20. Identify THREE factors to be considered when choosing a communication media. (3 Marks)
21. Non-verbal communication is one method we can communicate in an organization. List TWO examples of visuals channels of communication. (2 Marks)
22. Your manager has sent a circular that you will have a meeting for all staff at the of the month. List any TWO types of meeting in an organization. (2 Marks)
23. You have been invited to attend an interview. Mention THREE types of interviews. (3 Marks)

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