

**THE UNITED REPUBLIC OF TANZANIA
NATIONAL EXAMINATION COUNCIL OF TANZANIA
GRADE A TEACHERS' CERTIFICATE EXAMINATION**

624

COMMUNICATION SKILLS.

Time: 3 Hours.

Year: 2001

Instructions

1. This paper consists of sections **A, B** and **C**.
2. Answer **all** questions in sections A and B and **one (1)** question from section C.
3. Mobile phones and unauthorized materials are **not allowed** in the examination room.
4. Write your **Examination Number** on every page of your answer **booklet(s)**.

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SECTION A (36 Marks)

Answer all questions in this section.

1. Give four reasons why an organization's choice of communication channels can influence employee morale.
2. State four ways time zone differences may affect communication in multinational teams.
3. Mention four signs that a workplace conversation is being hindered by hidden conflicts.
4. Give four possible consequences of ignoring cultural differences when preparing a public speech.
5. Mention four reasons why a meeting might fail to achieve its objectives despite proper planning.
6. Give four challenges that arise when relying only on written communication in sensitive matters.
7. Mention four ways body language can create misunderstandings between colleagues.
8. Give four indicators that a presenter has failed to connect with their audience.
9. State four situations where listening is more important than speaking in professional settings.

SECTION B (40 Marks)

Answer all questions in this section.

10. A new manager in your company is struggling to gain team trust because most communication is done through memos and emails. Discuss five strategies they could use to build stronger relationships through more engaging communication methods.
11. Your organization is launching a campaign to promote environmental responsibility, but employees show little interest. Explain five ways you would design internal communication to inspire active participation.

SECTION C (24 Marks)

Answer one question from this section.

12. Some people argue that technology has made workplace communication faster but less personal. Using six points for each side, discuss both the advantages and disadvantages of this shift.

13. You are in charge of training customer service staff in a tourism company. Prepare a 250-word training note on how to handle complaints from international visitors with sensitivity and professionalism.
14. Poor listening skills can damage workplace productivity in unseen ways. Discuss six subtle effects of poor listening on performance, and suggest six remedies.
15. Imagine you have been asked to create a communication improvement plan for a sports organization that struggles to coordinate between coaches, players, and sponsors. Present six main points in the plan, each with a supporting explanation.