

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

Year: 2002

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. Identify four possible effects on an organization when employees rely heavily on informal communication networks instead of official channels.
2. Give four reasons why employees may resist adopting new communication technology, even when it is beneficial.
3. State four challenges a leader may face when giving constructive criticism to a high-performing team member.
4. Mention four ways in which cultural norms can influence meeting etiquette in multinational organizations.
5. List four consequences of failing to proofread and edit official documents before sending them to stakeholders.
6. Give four ways in which an overly centralized communication structure might slow down decision-making in a company.
7. Identify four ways that poorly managed virtual meetings can negatively affect team performance.
8. Mention four situations in which indirect communication could be more effective than direct communication.
9. Give four reasons why using jargon in workplace communication can create misunderstandings.

SECTION B (40 Marks)

Answer all questions in this section.

10. Your organization has decided to implement a “no internal email” policy, encouraging teams to use only instant messaging and face-to-face meetings. Explain five potential benefits and five possible drawbacks of this decision, and suggest how to balance both.
11. A non-profit organization is planning to collaborate with foreign partners to launch a campaign against child labor. However, both parties have different working styles and communication approaches. Explain five strategies you would use to align the communication styles and ensure smooth cooperation.

SECTION C (24 Marks)

Answer one question from this section.

12. “Confidentiality in communication is important, but total secrecy can damage trust.” Discuss this statement, giving six reasons for each side and concluding with your personal stance.
13. Imagine you are tasked with preparing a crisis briefing for the board of directors after a major data breach. In about 250 words, write the briefing, ensuring it maintains transparency while protecting the company’s reputation.
14. As a communication trainer, design a six-step workshop plan to help new employees develop persuasive communication skills, explaining two key activities for each step.
15. You are assigned to evaluate the effectiveness of your organization’s social media communication strategy. Describe six evaluation criteria you would use, and explain how each could lead to actionable improvements.