

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

Year: 2004

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)**.

maktaba.tetea.org



SECTION A (36 Marks)

Answer all questions in this section.

1. State four reasons why communication policies are important in an organization.
2. Mention four ways poor time management can affect communication in project work.
3. Give four characteristics of an effective team meeting.
4. State four benefits of keeping accurate records of official correspondence.
5. Mention four ways non-verbal cues can contradict spoken words.
6. Give four advantages of using visual aids in public speaking.
7. State four challenges of implementing a feedback system in a large organization.
8. Mention four qualities of a good spokesperson in a crisis.
9. Give four reasons why proper channel selection is important in message delivery.

SECTION B (40 Marks)

Answer all questions in this section.

10. Your company has experienced multiple delays because information from the design department reaches the production team too late. As a communication officer, explain five measures you would introduce to improve speed and accuracy of information flow between these departments.
11. In a multinational organization, cultural misunderstandings are causing tension between teams. Describe five strategies you would use to improve cross-cultural communication and cooperation among employees.

SECTION C (24 Marks)

Answer one question from this section.

12. With examples, discuss six ways poor communication can affect an organization's public image, and suggest six solutions to address these challenges.

13. Imagine you are the chairperson of a school board meeting to address parents' concerns about rising fees.
Prepare a 250-word opening statement that explains the situation while seeking cooperation and understanding from the parents.
14. "Face-to-face communication is superior to digital communication in building trust among colleagues." Using six points for each side, argue for and against this statement.
15. You have been asked to develop a six-point action plan to train junior staff on effective workplace communication, with two sub-points under each main point.