

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

624

**COMMUNICATION SKILLS.**

**Time: 3 Hours.**

**ANSWER**

**Year: 2007**

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**Instructions**

1. This paper consists of sections **A**, and **B** with a total of **fourteen (14)** questions.
2. Answer **all** questions in sections A and **four (4)** questions from section B.
3. Section A carries **forty (40)** marks and section B carries **sixty (60)** marks.
4. Mobile phones and unauthorized materials are **not allowed** in the examination room.
5. Write your **Examination Number** on every page of your answer **booklet(s)**.

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1. You have been appointed as the new head of communication in a busy organization where delays in message delivery have led to serious losses. Describe four strategies you would implement immediately to improve message flow and reduce errors.

I would institute channel rules that map message types to the right medium and audience. For example, incidents and time-critical approvals go to a dedicated incident channel and the on-call lead, while FYIs go to a bulletin list. This removes guesswork, cuts delays, and stops urgent items from being buried in chatter.

I would require receipt and comprehension checks for critical messages. For anything that affects money, safety, or deadlines, the recipient must acknowledge and paraphrase the instruction back. This “closed loop” confirms understanding and catches ambiguity before work starts.

I would set up automated routing and alerts. Use distribution lists, escalation rules, and push notifications so updates reach all relevant parties at once, with automatic reminders if no action is taken within a defined window. This reduces manual forwarding and human bottlenecks.

I would run short, targeted training and provide templates. Show staff how to write concise subject lines, state the action, owner, and deadline up front, and attach the single source document. Consistent structure makes messages faster to read and harder to misinterpret.

2. A technical training college recently introduced online notice boards for announcements. Some students still claim they miss important information. Explain four possible reasons for this problem and how it could be addressed.

Some students may not have effective notification settings. Without email, SMS, or app alerts, they rely on manual checks. Enforcing default alerts for critical categories and teaching students how to customize notifications ensures they do not miss time-sensitive posts.

Announcements might be poorly formatted. Walls of text without headings or bullets are easy to skip. Using clear titles, tags like “Deadline” or “Exam,” and a consistent template with bold dates makes key details scannable in seconds.

Access barriers can block engagement. Data costs, slow internet, or device limitations discourage frequent checking. Providing low-bandwidth pages, campus Wi-Fi hotspots, and mirrored printouts on faculty boards keeps the channel inclusive.

There may be information overload. If every item looks equally urgent, students tune out. Introduce tiers such as Critical, Important, and General, and limit Critical posts to essential items to restore trust in the signal.

3. During a group presentation, one member speaks too fast while another avoids eye contact with the audience. Explain four possible effects of these habits on the audience's understanding.

Rapid speech overwhelms working memory, so listeners miss key transitions and examples. Even when content is accurate, comprehension drops because the audience cannot process and store the information in time.

Fast delivery muddies emphasis and pacing. Without strategic pauses, important points are not distinguished from minor ones, so the audience cannot build a clear mental outline of the talk.

Avoiding eye contact weakens rapport and reduces perceived credibility. Listeners read this as uncertainty or disinterest and are less likely to ask questions that would resolve confusion.

Lack of eye contact also starves the speaker of feedback cues. Without noticing puzzled faces or disengagement, the team misses chances to rephrase, slow down, or illustrate, which compounds misunderstanding.

4. Imagine you are preparing a report for a funding agency on the success of a new project. Explain four ways you would ensure the report convinces them to continue support without exaggerating facts.

I would lead with verifiable outcomes tied to predefined indicators. For each objective, present baseline, target, and actual numbers, plus the measurement method. Grounding claims in agreed metrics builds trust and avoids overstatement.

I would include representative case vignettes that illustrate the numbers. Brief, anonymized examples show how outcomes translated to real users without inflating scope, bridging data and lived impact.

I would disclose limitations and lessons learned. Stating constraints, variance from plan, and how the team is correcting course signals integrity and strengthens the case for continued investment.

I would itemize cost-effectiveness clearly. Show unit costs, leverage of in-kind support, and marginal gains expected from the next tranche. Transparent economics reassure funders that additional funds will buy measurable results.

5. In a cross-cultural seminar, misunderstandings arise when certain gestures are used by the speaker. Explain four ways to handle and prevent such issues in future events.

Before delivery, I would conduct a cultural briefing and gesture audit. Identify gestures that have conflicting meanings across attendee groups and replace or explain them up front to neutralize risk.

During the talk, I would pair gestures with explicit verbal cues. Stating “I disagree with this idea because...” avoids leaving meaning to body language alone, so gestures become supportive rather than primary carriers of meaning.

I would embed real-time clarification checkpoints. After key sections, invite a quick paraphrase from participants or use live polls to surface confusion early, then clarify any cultural misreads.

After the event, I would collect feedback and update a shared style guide. Documenting safe gestures, phrasing, and examples for that audience creates institutional memory and prevents repeats.

6. A manager complains that team members often misinterpret his written instructions. Explain four features of good writing that could help avoid this problem.

Good instructions state the action, owner, and deadline in the first sentence. “By Friday 5 pm, Amina compiles Q3 defects into the shared tracker” leaves no ambiguity about who does what by when.

They chunk information with headings and bullets. Breaking steps into numbered lists reduces cognitive load and lowers the chance of steps being skipped or merged accidentally.

They minimize ambiguity by using concrete nouns and measurable verbs. “Test on three devices: TECNO Pova 5, Samsung A14, iPhone SE” is clearer than “test on several phones.”

They link to a single source of truth. Attaching or linking the authoritative doc, not pasting fragments, prevents drift and keeps everyone aligned on the latest version.

7. You are giving instructions on operating a sensitive machine to a group of new employees. Explain four things you must do to ensure your message is clearly understood and followed.

I would demonstrate once at full speed, then again slowly with verbal labeling of each control. Seeing the whole task and then the annotated version helps learners map steps to interface elements.

I would use a printed or digital checklist that mirrors the demo sequence. Checklists externalize memory, so novices can execute safely under pressure and confirm each step.

I would require teach-back. Each trainee explains and performs the procedure while I observe. Teaching the steps back exposes misunderstandings immediately.

I would isolate and rehearse failure points. Practice the three most common errors in a safe mode, explain the warning signs, and show the recovery action to build confidence and safety.

8. While conducting a meeting, you notice that participants are distracted by their phones. Explain four possible ways to bring back their attention without creating hostility.

I would reset with a concise purpose and payoff statement. Reminding everyone what decision or deliverable is due in the next 15 minutes gives a clear reason to re-engage.

I would switch to an active prompt. Ask a specific person a clear, answerable question or run a quick vote. Directed participation shifts people from passive scrolling to contribution.

I would introduce micro-timed segments. Announce “five minutes to list options, three to rank” and display a countdown. Short, visible time boxes create urgency without scolding.

I would change the modality briefly. A one-minute whiteboard or pair-share breaks monotony and invites movement, which naturally pulls eyes off screens.

9. A school principal wants to improve communication with parents but has a very limited budget. Explain four cost-effective communication channels that could be used and why.

SMS broadcasts are inexpensive and cut through better than email for time-sensitive notices. Most parents have basic phones, so reach is high and reading friction is low.

Printed take-home slips for critical items remain reliable. A single A5 template with tear-off acknowledgements is cheap to duplicate and prompts parental signatures for accountability.

Community notice boards at pick-up points centralize updates. Posting weekly summaries in visible locations costs almost nothing and benefits parents who rarely check digital channels.

Free messaging groups with strict posting rules enable two-way updates. A moderated WhatsApp or Telegram group limited to staff announcements keeps noise down while allowing quick Q&A.

10. During a public campaign, you are tasked with explaining a complex process to a non-technical audience. Explain four ways to simplify the message without losing important details.

I would frame the process as a three-step story with named stages. Narratives with labeled phases give listeners a scaffold that survives memory better than raw procedure.

I would replace abstractions with concrete analogies, then map back to the real terms. A careful  $A \rightarrow B$  translation helps novices build intuition while preserving accuracy.

I would surface the 20% of inputs that drive 80% of outcomes. Highlighting the few variables that matter most prevents dilution and keeps attention on what changes results.

I would pair each key idea with a visual that encodes it in one glance. Simple diagrams, icon timelines, or before-after charts allow non-experts to verify they understood the gist without technical vocabulary.

11. A new employee in your organization is struggling to adapt to the formal communication culture, often using casual language in official emails. Explain four possible effects of this habit on their professional image and workplace relationships.

Using casual language in official emails may cause others to perceive the employee as unprofessional. This can harm their credibility and make it difficult for colleagues or superiors to take their contributions seriously.

It may create misunderstandings if informal words or expressions are interpreted differently by recipients. In a formal workplace, precise language is essential to avoid confusion.

The habit can reduce trust from superiors who expect adherence to organizational communication standards. Managers might question the employee's ability to represent the organization in formal situations.

It could limit the employee's career growth opportunities. Professional communication skills are often considered when assigning higher responsibilities or leadership roles.

12. You are asked to prepare a speech for a community meeting about the importance of disaster preparedness. Explain four techniques you would use to make the speech engaging and memorable.

I would begin with a real-life story of a community that successfully minimized disaster impact through preparedness. This draws emotional attention and makes the topic relatable.

I would use clear, simple language so that people of all education levels can understand the message without feeling excluded. Avoiding jargon ensures inclusivity.

I would include visuals such as maps, diagrams, or photographs to illustrate points. These images help the audience remember important details more effectively than words alone.

I would end the speech with a strong call to action, encouraging specific steps like creating family emergency plans or joining community drills. A clear closing direction leaves the audience with actionable ideas.

13. Complete the following passage by filling in the blank spaces with appropriate words:

During any public presentation, it is important to maintain good \_\_\_\_\_ with your audience. This helps to create trust and ensures that your \_\_\_\_\_ is well received. Using clear and \_\_\_\_\_ language makes it easier for listeners to follow your ideas. You should also be aware of your \_\_\_\_\_ communication, as gestures and facial expressions can influence how your message is understood. Finally, always be ready to answer \_\_\_\_\_ from your audience to clarify any points that might cause confusion.

Eye contact; message; simple; non-verbal; questions.

14. A government office has been receiving complaints from citizens about delayed responses to letters.

Explain four steps that can be taken to speed up the response process.

I would implement a letter tracking system to record the date each letter is received, its assigned officer, and the deadline for response. This prevents letters from being overlooked or lost.

I would set a standard response time policy, such as replying within five working days, and make all staff aware of this standard. Clear deadlines improve accountability.

I would train staff on quick drafting and use of templates for common responses. This saves time while maintaining professional quality and consistency.

I would introduce digital correspondence where possible, allowing faster transmission and easier filing compared to physical letters.

15. In a multi-departmental organization, poor coordination in communication often leads to duplicated work. Explain four strategies to address this challenge.

I would create a centralized communication platform, such as a shared intranet or project management tool, where all updates and task assignments are visible to relevant departments.

I would schedule regular interdepartmental meetings to review progress and identify overlaps. These meetings ensure everyone is informed about current projects and responsibilities.

I would assign a communication coordinator for each department to share updates and receive instructions. This reduces the risk of incomplete or delayed information transfer.

I would encourage documentation of all project decisions and sharing them in a common repository so that all departments can access the same version of information.

16. You have been chosen to represent your organization in a radio interview. Explain four preparations you would make to ensure you communicate effectively.

I would research the target audience of the radio program to understand their interests and tailor my message to what matters most to them.



I would prepare key talking points and practice them so that I can speak confidently without relying on a script, which helps to keep the conversation natural.

I would rehearse answering possible questions, especially difficult ones, to ensure I can respond clearly and without hesitation during the live interview.

I would plan my tone, pace, and pauses carefully so that the message is delivered clearly and is easy for listeners to follow.