

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

ANSWER

Year: 2008

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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SECTION A (40 Marks)

Answer **all** questions in this section

1. Define the term “communication” and explain two main purposes it serves in an organization.

Communication is the process of exchanging information, ideas, feelings, or instructions between individuals or groups through a common system of symbols, signs, or behaviour.

One purpose of communication in an organization is to facilitate coordination. This ensures that different departments and individuals work towards the same goals by sharing relevant instructions, updates, and feedback.

Another purpose is to enhance decision-making. Clear communication enables leaders and employees to share information and opinions, allowing for well-informed and timely decisions that improve organizational efficiency.

2. Identify four barriers to effective communication and explain how each can be overcome.

One barrier is language differences. Misunderstandings can occur when people do not share the same language or level of fluency. This can be overcome by using simple language, translation, or interpretation services.

Another barrier is noise in the communication channel. Physical noise such as background sounds can distort messages. This can be reduced by choosing a quiet environment for communication and ensuring good audio clarity in digital communication.

A third barrier is emotional interference. Anger, fear, or excitement can cause misinterpretation. Overcoming this requires emotional control and ensuring messages are delivered in a calm state.

The fourth barrier is cultural differences. People from different backgrounds may interpret messages differently. This can be solved through cultural awareness training and using universally understandable terms.

3. Explain four advantages of using visual aids during classroom presentations.

Visual aids make learning more engaging by capturing learners' attention, which enhances focus and interest in the topic.

They improve understanding by illustrating complex ideas with diagrams, charts, and images that make information easier to grasp.

Visual aids also enhance memory retention because learners remember information better when it is supported by visual elements.

They save time by summarizing large amounts of information into concise visual formats that can be quickly understood.

4. Differentiate between verbal and non-verbal communication, giving two examples for each.

Verbal communication uses spoken or written words to convey messages. Examples include a teacher giving oral instructions and writing a notice on the school board.

Non-verbal communication uses body language, gestures, facial expressions, and tone of voice to convey meaning without words. Examples include smiling to show approval and using hand signals to direct students.

5. Explain four reasons why listening is considered an important communication skill for teachers.

Listening helps teachers understand students' needs and concerns, enabling them to respond appropriately.

It builds trust between teachers and learners because students feel valued when their contributions are heard attentively.

Listening aids in problem-solving by allowing teachers to fully grasp the nature of issues before acting.

It reduces misunderstandings since the teacher gets the complete message before giving feedback.

6. Identify and explain four methods a teacher can use to encourage participation in group discussions.

Assigning roles such as leader, note-taker, and timekeeper gives students a sense of responsibility and encourages active participation.

Asking open-ended questions stimulates deeper thinking and invites more elaborate responses from participants.

Providing positive feedback motivates learners to continue contributing without fear of making mistakes.

Using small groups ensures that everyone has an opportunity to speak and be heard.

7. Explain four effects of using inappropriate language in a professional setting.

It can damage professional relationships because offensive or disrespectful language creates tension.

It reduces credibility, making others doubt the professionalism and competence of the speaker.

It can cause misunderstandings if slang or ambiguous terms are misinterpreted.

It lowers morale among colleagues, especially if the language used is discriminatory or belittling.

8. State and explain four qualities of a good speaker in a public presentation.

A good speaker has clarity, ensuring the audience easily understands the message without confusion.

Confidence allows the speaker to engage the audience and deliver content convincingly.

Good organization ensures ideas are presented logically from the introduction to the conclusion.

Adaptability allows the speaker to adjust to audience reactions or unexpected situations.

9. Identify and explain four reasons why written communication may be preferred over oral communication in official matters.

Written communication provides a permanent record that can be referred to later for clarification.

It reduces misunderstandings since the information is documented clearly.

It allows the sender to carefully choose words, improving accuracy and professionalism.

It is useful for reaching a large audience consistently, such as in official memos or emails.

10. Explain four ways in which cultural differences can affect communication in a multicultural classroom.

Different interpretations of gestures can lead to misunderstandings, as the same gesture may have different meanings in various cultures.

Variations in communication styles, such as direct versus indirect speech, can affect how messages are received.

Language barriers can hinder comprehension if some students are not fluent in the main language of instruction.

Cultural attitudes towards authority may influence students' willingness to participate in discussions.

SECTION B (60 Marks)

Answer any **four** questions from this section. Each question carries 15 marks.

11. Explain four roles of feedback in improving communication between a teacher and a learner.

Feedback helps clarify misunderstandings by confirming whether the learner has understood the message as intended.

It motivates learners when it is positive and constructive, encouraging continued effort.

It guides improvement by pointing out areas where the learner can enhance performance.

It strengthens the teacher-learner relationship through continuous interaction and responsiveness.

12. Identify and explain four ways of handling conflicts that arise from misunderstandings in communication.

Active listening ensures each party fully understands the other's perspective before responding.

Using neutral language prevents escalation and keeps the discussion respectful.

Mediation by a third party helps find common ground and facilitates agreement.

Clarifying the facts removes assumptions and ensures decisions are based on accurate information.

13. Read the following passage and answer the questions that follow:

Modern teaching requires a blend of traditional and technological methods. While blackboards, textbooks, and printed materials remain useful, teachers increasingly integrate projectors, online resources, and educational apps into their lessons. This combination allows for a richer learning experience, as students benefit from the strengths of both methods. However, challenges such as limited resources, insufficient training, and over-reliance on technology can hinder progress. Teachers must therefore maintain balance to ensure that learning objectives are met effectively.

(a) According to the passage, mention two advantages of combining traditional and technological teaching methods.

One advantage is that it provides a richer learning experience by using the strengths of both approaches.

Another advantage is that it increases access to diverse learning materials through technology.

(b) State two challenges faced when integrating technology in teaching.

One challenge is the lack of resources, such as inadequate equipment and internet access.

Another challenge is insufficient training for teachers to use technological tools effectively.

14. Explain four ways a teacher can adapt communication to suit learners with special needs.

Using visual aids helps learners with hearing impairments follow lessons through pictures and diagrams.

Simplifying language and breaking instructions into smaller steps assists learners with cognitive challenges.

Incorporating sign language ensures inclusivity for deaf students.

Providing assistive devices such as audio recorders supports learners with visual impairments.

15. Discuss four ways in which social media can be used positively to enhance learning among students.

It facilitates collaborative learning through discussion forums and group chats.

It provides access to educational resources such as e-books, tutorials, and videos.

It allows for instant feedback from peers and teachers.

It encourages creativity through multimedia projects shared online.

16. Identify and explain four common mistakes made by public speakers and suggest how each can be avoided.

Speaking too fast can make it hard for the audience to follow; slowing down and pausing improves clarity.

Overusing filler words like “um” and “uh” reduces professionalism; practicing speeches helps reduce these habits.

Failing to engage the audience leads to boredom; using questions and stories keeps listeners interested.

Ignoring time limits can frustrate the audience; rehearsing within the allocated time ensures efficiency.