

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

**624**

**COMMUNICATION SKILLS.**

**Time: 3 Hours.**

**Year: 2008**

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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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## 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.
2. Identify four barriers to effective communication and explain how each can be overcome.
3. Explain four advantages of using visual aids during classroom presentations.
4. Differentiate between verbal and non-verbal communication, giving two examples for each.
5. Explain four reasons why listening is considered an important communication skill for teachers.
6. Identify and explain four methods a teacher can use to encourage participation in group discussions.
7. Explain four effects of using inappropriate language in a professional setting.
8. State and explain four qualities of a good speaker in a public presentation.
9. Identify and explain four reasons why written communication may be preferred over oral communication in official matters.
10. Explain four ways in which cultural differences can affect communication in a multicultural classroom.

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

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

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

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

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