

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

624

COMMUNICATION SKILLS.

Time: 3 Hours.

ANSWER

Year: 2009

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. Mention four advantages of face-to-face communication in a teaching environment and explain how each benefits both teacher and learner.

One advantage is immediate feedback. In face-to-face communication, both teacher and learner can exchange responses instantly. This allows for quick clarification of misunderstandings and ensures that learning objectives are met without delays.

Another advantage is the use of non-verbal cues. Teachers can use gestures, facial expressions, and body language to emphasize points, while learners can also communicate understanding or confusion through their expressions, helping the teacher adjust the lesson accordingly.

A further advantage is building stronger relationships. Being physically present fosters trust, rapport, and a sense of connection, which can motivate learners to participate actively and respect the teacher's authority.

The last advantage is increased engagement. Learners tend to focus better when they are physically present with the teacher, reducing distractions and encouraging active participation in discussions and activities.

2. State four barriers to effective listening and explain how they can be minimized in a classroom situation.

One barrier is noise. External disturbances such as loud sounds from outside the classroom can hinder listening. This can be minimized by choosing a quiet location for lessons or using soundproof measures.

Another barrier is preoccupation. Learners may be mentally distracted by personal issues. Teachers can minimize this by creating a comfortable environment and engaging learners in interactive activities to keep their attention.

A further barrier is language differences. If learners are not proficient in the language of instruction, understanding is reduced. This can be addressed by using simple language, visual aids, and translation where necessary.

The last barrier is poor delivery by the teacher. Monotone speech or unclear articulation reduces attention. Teachers can overcome this by varying their tone, using pauses effectively, and emphasizing key points.

3. Identify four characteristics of an effective public speaker and explain how they contribute to audience engagement.

One characteristic is confidence. A confident speaker commands attention and gains the trust of the audience, making them more receptive to the message.

Another characteristic is clarity. Speaking clearly ensures that every listener understands the message, avoiding confusion and increasing retention of information.

A further characteristic is enthusiasm. A speaker who shows passion for the subject energizes the audience and stimulates interest in the topic.

The last characteristic is good organization. Well-structured speeches are easier to follow, keeping the audience engaged and allowing for a logical flow of ideas.

4. Mention four types of non-verbal communication and explain their importance in teaching.

One type is gestures. Gestures help illustrate points and make explanations clearer, especially when dealing with abstract concepts.

Another type is facial expressions. Smiling or showing seriousness can signal approval or importance, guiding learners on how to respond.

A further type is posture. A teacher's stance can convey authority or openness, affecting classroom atmosphere and participation.

The last type is eye contact. Maintaining eye contact with learners shows attentiveness and encourages them to stay focused and engaged.

5. State four reasons why communication skills are essential for a student-teacher.

One reason is to enhance clarity in lesson delivery. Good communication helps present ideas in a way learners easily understand.

Another reason is to build rapport with learners. Communication skills help create a comfortable environment where learners feel valued and understood.

A further reason is effective classroom management. Clear instructions and discussions reduce misunderstandings and maintain order.

The last reason is professional growth. Strong communication skills are essential for interviews, meetings, and collaboration with colleagues.

6. Mention four disadvantages of relying only on digital communication in education and explain each.

One disadvantage is reduced personal interaction. This can limit the development of social skills and weaken teacher-learner relationships.

Another disadvantage is technical challenges. Poor internet connection or device malfunctions can disrupt the learning process.

A further disadvantage is lack of immediate feedback. In digital communication, responses can be delayed, slowing down learning.

The last disadvantage is distraction. Digital platforms may expose learners to unrelated content, reducing focus on educational tasks.

7. State four differences between formal and informal communication in a school setting.

One difference is language style. Formal communication uses official and professional language, while informal communication uses casual and relaxed language.

Another difference is the channel used. Formal communication often follows official channels like memos or meetings, while informal communication may occur in casual conversations.

A further difference is documentation. Formal communication is usually recorded for reference, while informal communication is rarely documented.

The last difference is purpose. Formal communication aims to convey official information, while informal communication often builds relationships and social connections.

8. Mention four reasons for using group work in teaching and explain how each reason supports student learning.

One reason is to encourage teamwork. Group work helps learners develop skills in collaboration, which are essential in real-life situations.

Another reason is to enhance problem-solving. Working in groups allows learners to share ideas and find solutions collectively.

A further reason is to promote peer learning. Learners can explain concepts to each other, reinforcing understanding.

The last reason is to increase participation. Group work engages more learners actively compared to individual tasks.

9. Identify four importance of using audiovisual aids in teaching and explain how each improves lesson effectiveness.

One importance is enhancing understanding. Visual aids like charts and videos make complex concepts easier to grasp.

Another importance is maintaining attention. Learners are more likely to stay focused when lessons are supported with engaging visuals.

A further importance is catering to different learning styles. Some learners understand better through visual or auditory materials rather than text alone.

The last importance is improving retention. Visual and auditory reinforcement helps learners remember information longer.

10. Mention four strategies to ensure clarity in written communication and explain their relevance in academic writing.

One strategy is using simple language. This ensures that readers of different backgrounds can understand the content.

Another strategy is organizing ideas logically. A clear structure allows readers to follow arguments without confusion.

A further strategy is proofreading. This eliminates grammar and spelling errors that may distort the intended message.

The last strategy is using relevant examples. Examples make ideas more relatable and easier to understand in academic writing.

11. Explain four reasons why feedback is important in the teaching and learning process.

One reason is that it helps identify strengths and weaknesses. Feedback allows both teacher and learner to understand which areas have been mastered and which need improvement, guiding future learning efforts.

Another reason is that it motivates learners. Constructive feedback encourages learners to maintain good performance or work harder where needed, building confidence and determination.

A further reason is that it clarifies misunderstandings. When learners receive feedback, misconceptions can be corrected immediately, ensuring accurate knowledge is retained.

The last reason is that it improves teaching strategies. Feedback from learners helps teachers adjust their methods to suit the needs of the class, resulting in more effective instruction.

12. State and explain four qualities of an effective listener in a classroom situation.

One quality is attentiveness. An effective listener focuses fully on the speaker, avoiding distractions to capture the intended message.

Another quality is patience. Good listeners allow the speaker to finish without interrupting, which ensures all points are heard and understood.

A further quality is open-mindedness. Effective listeners are willing to consider new ideas without immediate judgment, making it easier to learn from others.

The last quality is responsiveness. Providing appropriate verbal or non-verbal signals shows engagement and helps the speaker feel understood.

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

In recent years, the use of technology in education has rapidly increased. Teachers now integrate digital tools such as interactive boards, tablets, and online resources into their lessons. While these tools have improved access to information and made learning more engaging, they have also brought challenges. Some students

struggle with distractions from social media, and others face difficulties when there is no reliable internet connection. Teachers are therefore required to balance the use of technology with traditional methods to achieve the best results.

(a) State two benefits of using technology in education according to the passage. One benefit is improved access to information, which allows students to find learning resources easily. Another benefit is making learning more engaging, which increases student interest and participation.

(b) State two challenges mentioned in the passage regarding technology use in education. One challenge is distractions from social media, which can reduce focus on learning tasks. Another challenge is the lack of reliable internet connection, which can hinder access to online learning materials.

14. Identify and explain four ways of overcoming stage fright when giving a public speech.

One way is thorough preparation. Being well-prepared with content and practice reduces uncertainty and increases confidence.

Another way is starting with a strong opening. Engaging the audience early boosts self-assurance and sets a positive tone.

A further way is controlled breathing. Deep, steady breaths help reduce nervousness and calm the body before and during the speech.

The last way is focusing on the message rather than personal fears. Concentrating on delivering value to the audience diverts attention from anxiety.

15. State and explain four advantages of using open-ended questions in classroom discussions.

One advantage is encouraging critical thinking. Open-ended questions require learners to analyze and explain their reasoning, promoting deeper understanding.

Another advantage is stimulating creativity. Learners can explore various perspectives and generate original ideas.

A further advantage is improving communication skills. Responding to open-ended questions helps learners practice expressing themselves clearly.

The last advantage is promoting active participation. Such questions engage more learners in the discussion rather than limiting responses to one-word answers.

16. Identify and explain four effects of poor communication between teachers and students.

One effect is misunderstanding of instructions. Poor communication can lead to learners misinterpreting tasks, resulting in incomplete or incorrect work.

Another effect is reduced academic performance. When information is unclear, learners may struggle to grasp concepts, leading to lower grades.

A further effect is decreased motivation. Learners who feel misunderstood or ignored may lose interest in the subject.

The last effect is classroom conflict. Miscommunication can cause tension between teachers and students, disrupting the learning environment.