



**ZIMBABWE EZEKIEL GUTI UNIVERSITY**  
**FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL**  
**ADVANCEMENT**  
**DEVELOPMENT, PROGRAMING AND MANAGEMENT**

**EXAMINATION PAPER**

**COURSE CODE** : ATR200  
**COURSE TITLE** : ENGLISH FOR PROFESSIONAL PURPOSES  
**DURATION** : 3 Hours  
**DATE** : 14 APRIL 2023

**INSTRUCTIONS TO CANDIDATES:**

1. Answer three questions. Section A is compulsory.
2. Answer two questions from section B
3. Each question carries 25 Marks.
4. Start each question on a new page of your answer sheet.

## SECTION A

1. Non-verbal communication is culture bound. With reference to any **five** non-verbal forms of communication, outline how negotiators may capitalise these in intercultural conflict management

## SECTION B

2. Examine any **five** factors influencing negotiation in conflict
3. Organizations have a social responsibility to their workforce to ensure they are competent as intercultural communicators. Examine the role of organizations in ensuring effective intercultural communication.
4. As a worker at an organization dealing with minors, you recently attended a workshop on child protection policy development and implementation for schools. The Director of your organization asked you upon return from the workshop to compile and submit within seven days a recommendation report on how to effectively implement the child protection policy in schools within your jurisdiction.
5. You are the managing director at your organization; outline the different types of meetings you may have to either organize or encounter at your organization and how each type may impact organizational performance

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