



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL ADVANCEMENT

DEPARTMENT OF DEVELOPMENT, PROGRAMMING & MANAGEMENT

EXAMINATION PAPER

COURSE CODE : ATR 200
COURSE TITLE : ENGLISH FOR PROFESSIONAL PURPOSES
DURATION : 3 HOURS
DATE : 12 FEB 2024

INSTRUCTIONS TO CANDIDATES:

1. Answer **THREE (3)** questions **ONLY**
2. Each question carries equal marks (25)
3. Section A is **COMPULSORY**
4. Start each question on a new page of your answer book.

NB: DO NOT TURN OVER THE QUESTION PAPER OR COMMENCE WRITING UNTIL YOU ARE INSTRUCTED TO DO SO BY THE INVIGILATOR

Section A:

1. 'In this hyper technological and severely demanding environment we live in, it is imperative that organisations should pay unique attention to technological and emotional barriers to communication.' Using valid examples from an organisation of your choice in the field of social sciences and humanities, outline some of the technological and emotional barriers to communication and how organisations can counter these to ensure effective organisational performance.

Section B

2. As head of one of the departments in your organisation, how have issues of power dynamics and worldviews impacted the performance of your department and the organisation at large? What recommendations would you make to management so as to influence change and foster effective intercultural communication?
3. As a social/development worker, your job often requires you to be talking to people. What characteristics do you need to possess and demonstrate as an effective speaker in order to ensure you are listened to?
4. You are the head of projects at your organisation and you received numerous complaints from junior team members about harassment from three supervisors from different departments. Write a memorandum to these supervisors addressing the issue.
5. "Conflict - a necessary evil." Discuss this assertion with valid examples from an organisation of your choice in the field of social sciences.

THE END

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