



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL

ADVANCEMENT

DEPARTMENT OF DEVELOPMENT, PROGRAMMING AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : DUWC101
COURSE TITLE : PROFESSIONAL COMMUNICATION SKILLS
DURATION : 3 Hours
DATE : 11 APR 2024

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. Design a press statement on behalf of your organisation. Use your own criteria to determine the contents. (25)

Section B

2. You attend a two-day conference/seminar organised by your organisation. The purpose of the seminar was on improving the staff and client relations as well as general business communication skills. Compile a feedback report to your branch manager (25).

3. Explore any five causes of conflict in an organisation and suggest how they can be eliminated. (25)

4. You are responsible for organising the company's annual two-day conference. Write an invitation letter to a prominent person to act as guest speaker on this occasion on the day of the occasion. (25)

5. As a worker for a non-governmental organisation that advocates for the rights of the girl child, you have been tasked to address a group of people in one remote rural area of your choice in Zimbabwe on the issue of sexual abuse. Identify any five intercultural barriers that may hinder effective communication in the given context and suggest possible solutions to these barriers. (25).

END OF PAPER

6/4 am