



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE AND SOCIETAL ADVANCEMENT

DEPARTMENT OF DEVELOPMENT, PROGRAMMING AND MANAGEMENT

EXAMINATION PAPER

SEMESTER 2 PART 2 (2:2)

COURSE CODE : ATR200
COURSE TITLE : English For Professional Purposes
DURATION : 3 Hours
DATE : 29 JUL 2024

INSTRUCTIONS TO CANDIDATES:

1. Answer **Three** questions only
2. Section A is **COMPULSORY**
3. Choose any other **TWO** questions from section **B**
4. Each question carries 25 Marks.
5. Start each question on a new page of your answer sheet.
6. Use relevant examples in answering your questions

SECTION A

1. The communication process is made up of three basic stages which are equally important. However, communication may be rendered ineffective due to hinderances at the interpretation stage. As the receiver in a communication activity taking place in class, what factors are likely to influence you and thus result in the failure of effective communication.

SECTION B

2. As a worker in an organisation of your choice in the field of social sciences, outline any **three** major challenges to conflict management and how you would use communication to solve them.
3. Imagine you are delivering a persuasive speech to a community which your organisation deals with advocating for gender equity. Outline the key strategies used to convince your audience giving practical and relevant arguments to make each strategy clear.
4. 'When it comes to conflict management, the difference between aggression and confrontation boils down to intent, impact and possible outcome.' With reference to practical scenarios within a social sciences organisation of your choice, assess the validity of this assertion.
5. A vacancy notice has been posted in a local newspaper and you happen to come across it an hour and half before it is closed. As a student desperately searching for work related learning, write an internship application letter in response to this vacancy. Your job-winning application letter should capture all the essential characteristics of a job application letter and at the same time meet the demands laid out in the vacancy notice.