



ZIMBABWE EZEKIEL GUTI UNIVERSITY

**FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL
ADVANCEMENT**

DEPARTMENT OF DEVELOPMENT, PROGRAMMING AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : UWC 140
COURSE TITLE : Communication Skills
SPECIAL REQUIREMENTS : None
DURATION : 3 Hours
LEVEL : 1.1
DATE : 1/2 FEB 2025

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer ONE (1) question in Section A and any two (2) questions in Section B.
3. The number of marks for each question or part question is shown in brackets [].
4. Begin each answer on a new page.
5. **DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR INSTRUCTS YOU TO DO SO.**

SECTION A (COMPULSORY)

1. a) Explain the concept of listening and its significance in effective communication. (10)
- b) As an experienced Communication Skills student, advise a novice student on the types of listening they need to master in order to succeed in their studies at university. (15) [25]

SECTION B (Answer any two questions from this section)

2. Recount the basic elements of a communication model of your choice and explain how this model is applicable in real-world communication scenarios. [25]
3. Compare and contrast any two forms of communication and discuss the importance of each in effective interpersonal communication. [25]
4. "Communication is the link between ideas and action..." (O'Rourke IV, 2009). Examine the rationale of including Communication Skills on the university curriculum in light of the given quotation. [25]
5. *Read the following essay question (in bold) and do the tasks that follow:*

Analyse the main communication problems that are likely to be faced at a multiracial institution and prescribe appropriate ameliorative strategies.

- i. Identify and define the key terms of the question given above. (2)
- ii. Draft an essay sketch plan for the task. (3)
- iii. Write a befitting introduction for the question given above. (5)
- iv. Write one paragraph in response to the question given above. (5)
- v. Write a befitting conclusion for the question given above. (5) [25]