



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 : 25 NOV 2024 25 NOV 2024

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. Analyse language as a possible barrier to effective communication and proffer appropriate solutions. Make use of practical examples in your analysis. [25]

SECTION B

2. a) Examine the importance of the sender as an element of the communication process. (10)
b) Clearly outline factors that influence the sender, how communication goals can best be achieved despite the presence of these factors. (15) [25]
3. State and examine the four macro languages skills in communication, outlining how and why a novice tertiary student should improve in each of these skills. [25]
4. State and explore the five (5) basic stages of the writing process. Outline the significance of each of these stages. [25]
5. "There is only one rule for being a good talker – learn to listen." (Christopher Morley). Analyse the HURIER model of listening with the given quotation in mind. In your analysis, make use of real life illustrations to demonstrate the model's applicability in various communication contexts. [25]