



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF HERITAGE, HUMANITIES AND SOCIETAL

ADVANCEMENT

EXAMINATION PAPER

COURSE CODE : DUWC101
COURSE TITLE : PROFESSIONAL COMMUNICATION
SKILLS
DURATION : 2 Hours
DATE : 25 NOV 2024

INSTRUCTIONS TO CANDIDATES:

1. Answer any 2 questions.
2. Each question carries 25 Marks.
3. Start each question on a new page of your answer sheet.

1. A flop in intercultural communication can distort an organisation's progress. Discuss. (25)
2. Discuss any five listening habits that may be evidenced in a meeting and suggest the possible ways of eliminating them. (25)
3. Grapevine is unavoidable in any functional organizational communication. Discuss how the management may benefit from the grapevine. (25)
4. Explore any five causes of conflict in an organization and suggest how they can be eliminated. (25)
5. No organisation can function well without closely adhering to the importance of communication. Discuss how communication fuels up the success of any organisation of your choice. (25)

END OF PAPER

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