



ZIMBABWE EZEKIEL GUTI UNIVERSITY
COLLEGE FOR LIFELONG LEARNING.

Faculty of Law, Business Intelligence and Economics.

EXAMINATION PAPER 1

COURSE CODE : DUWC 111.
COURSE TITLE : PROFESSIONAL COMMUNICATION SKILLS
SPECIAL REQUIREMENTS : NONE
DURATION : 2 Hours
LEVEL : 1.2
DATE : 10 FEB 2025

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Question 1 (Section A) is compulsory. In Section B, choose and answer any Three (3) questions.
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.**

SECTION A. COMPULSORY QUESTION

QUESTION 1.

Innovatex Company is a dynamic tech startup that has recently embarked on an ambitious project to develop a mobile application designed to enhance user experience in task management. The team is composed of individuals from various professional backgrounds: software developers, designers, and marketing specialists. While the team is skilled and motivated, they are experiencing significant communication challenges that are affecting their ability to collaborate effectively.

- a) Identify any five (5) communication barriers that are present in the Innovatex Company. **[5 marks]**
- b) Identify and explain strategies could be implemented that can help to improve the interpretation of non-verbal cues during meetings. **[5 marks]**
- c) How can active listening be encouraged within the team to foster a more inclusive and collaborative environment? **[5 marks]**
- d) Writes notes on any five (5) characteristics of communication. **[10 marks]**

SECTION B

QUESTION 2.

'Assignment writing is a process and not just a once-off event'. Discuss the stages of academic writing that justify the above statement. **[25 Marks]**

QUESTION 3.

Explain the following reading-writing interface strategies and cite situations in which a student can use them:

- a) Summarising **[5 marks]**
- b) Synthesising **[5 marks]**
- c) Paraphrasing **[5 marks]**
- d) Inferring **[5 marks]**
- e) Interpreting **[5 marks]**

QUESTION 4

Listening is very crucial in our everyday context. Discuss any five (5) listening habits that can negatively affect communication in the workplace, and explain how each of these habits can be minimised. **[25 marks]**

QUESTION 5

With the aid of practical examples, demonstrate the importance of referencing in the academic field. **(25 Marks)**

QUESTION 6

Considering that communication can be verbal or non-verbal depending on the context, discuss five non-verbal cues and how they can be utilised effectively in a professional setting. **[25 marks]**