



ZIMBABWE EZEKIEL GUTI UNIVERSITY

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**COLLEGE FOR LIFELONG LEARNING.**

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**EXAMINATION PAPER**

**COURSE CODE** : DUWC111.  
**COURSE TITLE** : PROFESSIONAL COMMUNICATION SKILLS  
**SPECIAL REQUIREMENTS** : NONE  
**DURATION** : 2 Hours  
**DATE** : 29 JUL 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 Two (2) 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

Gorvas Telecommunications Company is launching a new product into the market. You are the public relations office at the company and on the day, you are required to present at the event. Discuss the measures you would take before and during the presentation so as to capture the attention of the audience. **[25]**

## SECTION B

### QUESTION. 2

List five main types of communication barriers that can be encountered in a classroom using relevant examples and also, discuss ways of minimizing them. **[25 Marks]**

### QUESTION. 3

Identify any 5 nonverbal cues and discuss how they can be used in an oral presentation to manipulate the audience. **[25 marks]**

### QUESTION. 4

Discuss the SQ4R reading process highlighting its essence in academic settings. **[25 marks]**

### QUESTION. 5

Distinguish between listening and hearing giving valid examples drawn from the lectures you have attended. **[25 marks]**

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