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<b>Tertiary and Vocational Education Commission</b>		
<b>Diploma in Quantity Surveying</b>		
<b>NVQ Level 05 –Semester II</b>		
<b>Work place communication and management</b>	<b>EMPM-02</b>	<b>Three Hours</b>
<b>Answer any five (05) questions only</b>		

**1.**

- (i) Briefly explain the following terms of with suitable examples.
    - a. Formal Communication
    - b. Informal Communication (4 Marks)
  - (ii) What are the advantages of using written communication method? (3 Marks)
  - (iii) State three (03) advantages of using common computer application? (3 Marks)
  - (iv) “Communications with clients are to obtain and provide appropriate information” briefly explain this statement. (2 Marks)
  - (v) State two (02) basic types of communication model? (2 Marks)
  - (vi) Explain the above two types of communication models using diagrams? (6 Marks)
- (20 Marks)**

**2.**

- (i) Define the term “effective Communication”? (3 Marks)
  - (ii) State three (03) advantages of effective communication? (2 Marks)
  - (iii) State four (04) rules of spoken and verbal communication. (3 Marks)
  - (iv) Briefly explain following terms with one example for each
    - a) Aggressive communication
    - b) Passive communication
    - c) Assertive communication (9 Marks)
  - (v) State three (03) major characteristics of assertive communication? (3 Marks)
- (20 Marks)**

**3.**

- (i) “Social medias are reducing the work place effective communication and secrets” briefly describe this statement. (8 Marks)
  - (ii) Discuss four (04) advantages and four (04) disadvantages of using ICT tools to improve communication within the workplace. (12 Marks)
- (20 Marks)**

**4.**

- (i) What are the main types of body language used in the work place? (4 Marks)
  - (ii) State four (04) reasons for the occurrence of communication failure in the work place? (2Marks)
  - (iii) Describe about the individual communication differences (2 Marks)
  - (iv) Why do we use different communication channels in the work place, write down the answers with suitable examples. (4 Marks)
  - (v) What are the main barriers of listening? (2 Marks)
  - (vi) Describe the following communication barriers in organizations and ways to overcome them
    - a. Information overload
    - b. Message complexity
    - c. Lack of language skills(6 Marks)
- (20 Marks)**

**5.**

- (i) What do you mean by protocol in the work place and briefly explain the main activities of administrative protocol? (4 Marks)
- (ii) State three (03) personal values, where are the personal values come from? (4 Marks)
- (iii) Define the term ethics? (3 Marks)
- (iv) What are the main characteristics of eastern communication ethics? (3 Marks)
- (v) Explain the following terms of ethical principles.
  - a. Honest
  - b. Empathy
  - c. Respect(6 Marks)

**(20 Marks)**

**6.**

- (i) Briefly explain the principle of basic communication (4 Marks)
- (ii) State three strategies of the successful listeners in a workplace. (2 Marks)
- (iii) Differentiate the barrier types in the work place communication process. (5 Marks)
- (iv) Briefly describe following communication flow and state two examples for each flow (9 Marks)
  - a. Upward communication
  - b. Downward communication
  - c. Horizontal communication

**(20 Marks)**