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Diploma in Information and Communication Technology		
NVQ Level 05 –Semester I		
Manage Communication	Workplace	EMPM-02
		Three Hours
Answer any five (05) questions only		

Q1.

Answer the following questions using the given communication express styles used by person A and person B.

Person A – The communication is identified as forceful and unsympathetic with irritating messages such as “you-statements”, blaming and accusing other persons of being wrong or at fault. In addition, the person’s tone of voice and facial expressions are unfriendly.

Person B – The communication involves putting his needs last. He doesn’t express his thoughts or feelings, or ask for what he wants. When he uses this communication it feels like others are walking all over him, because he doesn’t state his own needs. So, he hides the things and might feel displeasure.

- (i) Write down the two (02) communication express styles used by person A and B and explain how they affect the effective communication in a workplace. (6 Marks)
 - (ii) Differentiate the characteristics of the above two (02) communication express styles used by person A and B. (6 Marks)
 - (iii) Write down the most appropriate communication express style that overcomes the issues caused by the above two communication express styles used by person A and B and appraise your answer with an example. (8 Marks).
- (20 Marks)**

Q2.

- (i) Write down the different communication channels used in a workplace and state the purpose of each? (2 Marks)

- (ii) Analyse the reasons for the occurrence of failures in general workplace communication at a workplace and briefly explain the solutions for those communication failures. (4 Marks)
- (iii) Complete the following table. Fill in the blank sections with the given situations that could occur in your own workplace

Situation	1. To whom do you communicate with about this query	2. To whom do you communicate with, if your first option (1) does not result with a satisfactory outcome
My wages do not seem to be right.	-----	-----
I do not seem to be working the hours agreed at my interview.	-----	-----
A workmate always leaves equipments lying around.	-----	-----
I feel that, I need further training to enable me to install new software	-----	-----

(4 Marks)

- (iv) Explain about the communication flow given in the above table. (4 Marks)
- (v) Compare and contrast **other** two (02) communication flows occurred in the workplace with the examples. (6 Marks)

(20 Marks)

Q3.

- (i) “Computer software applications are more effective than the manual accounting practices in a business”. Briefly explain this statement with relevant examples. (3 Marks)
- (ii) Briefly explain the following statements in your own words and suggest your views on how to overcome them.
- Linguistic misinterpretation can be a serious issue particularly in organizations that are expanding overseas companies.
 - Communicating through email can be challenging, if you are working on multiple projects and it may lead to information overload. (4 Marks)
- (iii) **Statement - A:** According to the study made by the American Psychological Association in 2014, “one - quarter of employees do not trust their employers.

Increasing transparency helps to improve employee trust as well as internal communications”.

Statement - B: In another survey, “employees stated that transparency is a key factor in determining their happiness and satisfaction in the workplace”.

Defend each statement A and B in your own words. (4 Marks)

(iv) Differentiate positive and negative impacts of using body language for communicating with customers. (4 Marks)

(v) “A lot of people have telephone personality that either win friends or lose friends in business and social situations”. Justify this statement and state three (03) ways to overcome poor telephoning personality. (5 Marks)

(20 Marks)

Q4.

(i) “Communications with clients are to obtain and provide appropriate information”.

Briefly explain this statement. (3 Marks)

(ii) “Customers’ communication styles are different from each other” briefly explain this statement. (4 Marks)

(iii) State any two (02) types of communication models and which model is more suitable for effective communication in a workplace and justify your answer. (4 Marks)

(iv) Differentiate the concepts of formal and informal communications made in a workplace with suitable examples. (4 Marks)

(v) “In managing your IT Company successfully, you have to get the work done through other people. Most managers spend up to 90% of their time in contacting with others. The success of this interaction is dependent on good Communication”, appraise this statement. (5 Marks)

(20 Marks)

Q5.

- (i) “Social Medias can be beneficial in view of the effectiveness of workplace communication”. Justify this statement. (4 Marks)
- (ii) Describe about two (02) social media ethics. (4 Marks)
- (iii) An internship applicant posted negative remarks on Face book about the internship for which she had applied. The negative comments were focused on the policy on professional dress coat of the internship. After viewing the comments by the Director of the relevant academy, the particular student has not been selected for the internship programme.

Note: Students of the academy must adhere to the Code of Ethics. Students, who were enrolled for the academic programme have been taught about the code of ethics prior to undergo internships.

- a) Briefly explain the ethical issue that was examined in the above case of posting negative remarks in public domain. (6 Marks)
- b) “Posting on Face book may have long term negative implication”. Do you agree? Support your answer. (6 Marks)

(20 Marks)

Q6.

- (i) Briefly explain the rules of successful spoken communication of workplace. (3 Marks)
- (ii) What do you mean by protocol of a workplace and describe about the administrative protocols? (4 Marks)
- (iii) “Communication values of Japanese and Korean culture are deeply embedded in their life and highly reflect their eastern communication behaviors”. Explain this statement using eastern communication behaviors. (4 Marks)
- (iv) “Email does not clearly convey facial signals and therefore intention of the messages may often be read as the opposite. Emails are also retained much longer than paper documents, so any negative impression given can be lasting and irreparable. There are a few major do’s and don’ts that will help to decide the status of a successful email communicator” appraise this statement. (4 Marks)
- (v) “Personal values are not universal”, justify this statement. (5 Marks)

(20 Marks)