



TERTIARY AND VOCATIONAL EDUCATION COMMISSION



COMMON WRITTEN EXAMINATION – 2021/ 2022

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| Tertiary and Vocational Education Commission | | |
| Diploma in Construction Technology | | |
| NVQ Level 05 –Semester I | | |
| Workplace and Communication Management | EMPM-02 | Three Hours |
| Answer any five (05) questions only | | |

Question 1

- (i) State four (04) major advantages of written communication? (02 Marks)
- (ii) “Apart from email, there are many other forms of written communication used in the workplace”. Provide examples for this statement? (03 Marks)
- (iii) “There are certain basic “rules” on making successful verbal communication”. Explain about rules of verbal communication. (05 Marks)
- (iv) Briefly explain the major roles of communication in an organization? (05 Marks)
- (v) Discuss the reasons for communication failures in an organization? (05 Marks)

Question 2

- (i) What do you mean by protocol in an organization? Write down three major administrative protocols? (05 Marks)
- (ii) Differentiate the policies and protocol (04 Marks)
- (iii) Explain about personal values and its sources (05 Marks)
- (iv) “Communication values are found in the eastern countries mainly in Japanese and Korean cultures. Culture is deeply embedded in their life and highly reflective of their communication behaviors”. What are the main characteristics of eastern communication ethics? Briefly explain them. (06 Marks)

Question 3

- (i) Why do we use different communication channels in a workplace, explain your answer with quality examples? (04 Marks)
- (ii) Briefly explain the main types of body languages used in the workplace? (04 Marks)
- (iii) Explain the followings with the examples of organizational communication flows?
 - a) Upward communication
 - b) Downward communication
 - c) Horizontal communication. (12 Marks)

Question 4

- (i) What are the major benefits of common computer application? (02 Marks)
- (ii) Briefly explain the major barriers in telephoning? (02 Marks)
- (iii) What are the basic types of communication model? Briefly explain two of them (06 Marks)
- (iv) Explain about the following forms of Communication with the examples.
 - a) Formal Communication
 - b) Informal Communication (04 Marks)
- (v) Describe about the following communication barriers found in an organization and the ways to overcome them
 - (a) Lack of Listening skills
 - (b) Message complexity
 - (c) Different status. (06 Marks)

Question 5

- (i) Briefly explain following communication express terms
 - a) Aggressive communication
 - b) Passive communication
 - c) Assertive communication. (09 Marks)
- (ii) Write down some hints that may help you to become as an assertive communicator? (05 Marks)
- (iii) Differentiate aggressive and passive communication. (06 Marks)

Question 6

- (i) “PowerPoint or any computer visual presentation is more effective than the manual whiteboard or poster presentation in a business”. Briefly explain this statement with relevant examples. (04 Marks)
- (ii) “Communication styles are different among customers’, explain this statement. (04 Marks)
- (iii) “Social Media can be beneficial in view of the effectiveness of workplace communication”. Justify this statement. Describe about two (02) social media ethics. (06 Marks)
- (iv) Your co-worker has a mountain of work to do and will need to come over the weekend to finish. You are not doing the same kind of work and as a result, there's no way for you to offer practical help to him. Since your colleague loses the weekends, you feel really bad for him. On last Saturday, you felt the situation and provided some tea and biscuits for him, along with a few encouraging words. Identify the ethical principle behind this statement and explain. (06 Marks)