



TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION

COUNCIL (TVET CDACC)

Answers

SECTION A (30 MARKS)

1. **B. Listening to what people say**
2. **B. Nodding and making eye contact**
3. **B. I don't agree**
4. **C. Nepotism**
5. **B. Washing**
6. **A. Channel**
7. **C. Listening**
8. **B. A sender using slang/jargon**
9. **B. Feedback**
10. **C. How you say it**
11. **A. Discussing quick solution for business**
12. **B. Channel**
13. **C. Noise**

- 14. **C. Decoding**
- 15. **A. The situation, the other person, and your goals for the resolution of the conflict**
- 16. **C. What criteria did you use to...?**
- 17. **B. Message**
- 18. **C. Feedback**
- 19. **B. Catchy**
- 20. **A. Recipient**

SECTION B (30 MARKS)

21. Roles of Communication in an Organization:

- Facilitates information sharing among team members.
- Enhances collaboration and teamwork.
- Aids in decision-making processes.

22. Factors to Consider When Planning a Presentation:

- Understand the audience's needs and expectations.
- Structure the content logically.
- Prepare visual aids to enhance understanding.
- Practice delivery to ensure confidence.

23. Parts of a Report:

- **Title Page:** Includes the report title and author information.
- **Table of Contents:** Lists sections and page numbers.
- **Introduction:** Provides background and purpose of the report.

24. Barriers in Communication:

- **Language Barriers:** Misunderstanding due to different languages or jargon.
- **Physical Barriers:** Noise or distance hindering effective communication.
- **Emotional Barriers:** Personal feelings affecting message interpretation.

25. Importance of Etiquette in Communication:

- Promotes respect and professionalism.
- Builds positive relationships.
- Enhances clarity and understanding.

26. Characteristics of a Group:

- Shared goals and objectives.
- Interdependence among members.

- Communication and interaction among members.

27. Characteristics of Effective Communication:

- Clarity and conciseness.
- Active listening.
- Empathy and understanding.

28. Gestures and Examples:

- **Waving:** A common greeting.
- **Thumbs up:** Indicates approval.
- **Pointing:** Directs attention to something specific.

SECTION C (50 MARKS)

29. Process of Communication:

- **Sender:** Initiates the message.
- **Encoding:** Converting thoughts into words.
- **Channel:** Medium used to send the message.
- **Receiver:** The person who receives the message.
- **Decoding:** Interpreting the message.
- **Feedback:** Response from the receiver to the sender.

30. Styles of Group Leadership:

- **Autocratic Leadership:** Leader makes decisions unilaterally.
- **Democratic Leadership:** Encourages group participation in decision-making.
- **Laissez-faire Leadership:** Provides little guidance, allowing group members to make decisions.

31. Stages of Group Formation:

- **Forming:** Initial stage where members get to know each other.
- **Storming:** Conflicts arise as members express differing opinions.
- **Norming:** Establishing norms and cohesion among members.

32. Communication Strategies:

- **Active Listening:** Ensuring understanding through feedback.
- **Clear Messaging:** Using straightforward language.
- **Non-verbal Communication:** Using body language to reinforce messages.

33. Sources of Information:

- **Primary Sources:** Original research or firsthand accounts (e.g., interviews).
- **Secondary Sources:** Analysis or interpretation of primary data (e.g., articles).

- **Tertiary Sources:** Summaries of information (e.g., encyclopedias).

34. Forms of Communication:

- **Verbal Communication:** Spoken or written words.
- **Non-verbal Communication:** Body language and facial expressions.
- **Visual Communication:** Use of images or graphics to convey information.

35. Types of Interviews:

- **Structured Interviews:** Pre-determined questions for all candidates.
- **Unstructured Interviews:** Open-ended questions allowing for flexibility.
- **Behavioral Interviews:** Focus on past behavior to predict future performance.
- **Panel Interviews:** Multiple interviewers assess a candidate simultaneously.

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