



UNIVERSITY COLLEGE TATI (UCTATI)

FINAL EXAMINATION QUESTION BOOKLET

COURSE CODE	: FGE 1013
COURSE	: COMMUNICATION SKILLS I
SEMESTER/SESSION	: 1 -2023/2024
DURATION	: 3 HOURS

Instructions:

1. This booklet contains **3 sections**. Answer **ALL questions**.
2. All answers should be written in the **ANSWER BOOKLET**
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hands and ask the invigilator

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO

THIS BOOKLET CONTAINS 9 PRINTED PAGES INCLUDING COVER PAGE

SECTION A – READING COMPREHENSION (20 MARKS)

Read the following passage about “**How to be a good listener**” and answer the following questions. Answer all questions.

HOW TO BE A GOOD LISTENER

- 1 It’s never been more important — or more difficult — for leaders to be good listeners. Job switching is rampant, and remote work means we don’t get the nonverbal cues we’d pick up from an in-person conversation. Employers who fail to listen and thoughtfully respond to their people’s concerns will see greater turnover. And given that the highest rates of turnover are among top performers who can take clients and projects with them, and the frontline employees responsible for the customer experience, the risk is clear. 5
- 2 While listening is a skill universally lauded, it’s rarely, if ever, explicitly taught as such, outside of training for therapists. A 2015 study showed that while 78% of accredited undergraduate business schools list “presenting” as a learning goal, only 11% identified “listening.” 10
- 3 Listening well is the kind of skill that benefits from not just teaching but coaching — ongoing, specialized instruction from someone who knows your personal strengths, weaknesses, and most importantly, habits. Reading this article won’t turn you into a champion listener any more than reading an article on balance will turn you into Simone Biles. Our aims are to increase your understanding of what good listening is, and offer research-backed advice to improve your listening skills. 15
- 4 **Becoming a Better Listener**
A participant in any conversation has two goals: first, to understand what the other person is communicating (both the overt meaning and the emotion behind it) and second, to convey interest, engagement, and caring to the other person. This second goal is not “merely” for the sake of kindness, which would be reason enough. If people do not feel listened to, they will cease to share information. Getting good at active listening is a lifetime endeavor. However, even minor improvements can make a big difference in your listening effectiveness. Here’s a “cheat sheet” with nine helpful tips: 20 25

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- 5 1. Repeat people's last few words back to them.
If you remember nothing else, remember this simple practice that does so much. It makes the other person feel listened to, keeps you on track during the conversation, and provides a pause for both of you to gather thoughts or recover 30
from an emotional reaction.
- 6 2. Don't "put it in your own words" unless you need to.
Multiple studies have shown that direct repetition works, even though it may feel unnatural. **Rephrasing** what your interlocutor has said, however, can increase 35
both emotional friction and the mental load on both parties. Use this tool only when you need to check your own comprehension — and say, explicitly, "I'm going to put this in my own words to make sure I understand."
- 7 3. Offer nonverbal cues that you're listening — but only if it comes naturally to you.
Eye contact, attentive posture, nodding and other **nonverbal cues** are important, 40
but it's hard to pay attention to someone's words when you're busy reminding yourself to make regular eye contact. If these sorts of behaviors would require a significant habit change, you can instead, let people know at the beginning of a conversation that you're on the non-reactive side, and ask for their patience and understanding. 45
- 8 4. Pay attention to nonverbal cues.
Remember that **active listening** means paying attention to both the explicit and implicit information that you're receiving in a conversation. Nonverbal cues, such as tone of voice, facial expression, and body language, are usually where the motivation and emotion behind the words is expressed. 50
- 9 5. Ask more questions than you think you need to.
This both improves the other person's experience of feeling listened to, ensures that you fully understand their message, and can serve as a prompt to make sure important details aren't overlooked.
- 10 6. Minimize distractions as much as possible. 55
You'll want to avoid noise, interruptions, and other external distractions, but it's important to minimize your internal distractions as well. If you are preoccupied

- with another topic, take time to re-center. If you know a conversation might be upsetting, calm yourself as much as possible before going in.
- 11 7. Acknowledge shortcomings. 60
If you know going into a conversation that you may be a subpar listener — because you're exhausted from a dozen intense conversations earlier that day, unfamiliar with the topic under discussion, or any other reason — let the other person know right away. If you lose your footing during the conversation — a lapse of attention or comprehension — say you didn't quite get it, and ask the person to 65 repeat themselves.
- 12 8. Don't rehearse your response while the other person is talking.
Take a brief pause after they finish speaking to compose your thoughts. This will require conscious effort! People think about four times faster than other people talk, so you've got spare brainpower when you're a listener. Use it to stay focused 70 and take in as much information as possible.
- 13 9. Monitor your emotions.
If you have an emotional reaction, slow the pace of the conversation. Do more repetition, pay attention to your breathing. You don't want to respond in a way that will cause the other person to disengage. Nor — and this is a subtler thing to avoid 75 — do you want to fall into the easy defense mechanism of simply tuning out what you don't want to hear, or rushing to discount or argue it away.
- 14 Listening is vitally important, sadly undertaught, physically and mentally taxing, and in the aftermath of Covid-19 has never been more difficult. As we close in on a third year of unprecedented upheaval in work and life, employees and managers 80 alike have more questions than ever — concerns that they may find it difficult to articulate for a variety of reasons, from mental fog to the sheer novelty of the situation.
- 15 When this happens, take a moment to listen closely. Consider the questioner, not simply the question. Now is the time for leaders to really listen, understand the 85 context, resist the temptation to respond with generic answers, and recognize your own listening limitations — and improve on them. Have compassion for yourself — you can't scream at your own brain like a drill sergeant and whip that

raw grey matter into shape. What you can do is recognize your weak points and make the necessary adjustments.

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Adapted from <https://hbr.org/2021/12/how-to-become-a-better-listener>

1. Define the following words as used in the passage:
 - a) Rephrasing (Line 34) (1 mark)
 - b) Nonverbal cues (Line 40) (1 mark)
 - c) Active Listening (Line 47) (2 marks)
2. State three examples of nonverbal cues as stated in the passage. (3 marks)
3. Based on the paragraph 1, it is challenging for leaders to be good listeners in today's work environment. Give two reasons for this scenario. (2 marks)
4. Identify the purposes of the passage as highlighted in paragraph 3. (2 marks)
5. Explain two primary goals of a participant in any conversation, as mentioned in paragraph 4. (4 marks)
6. State three importance of asking more questions in the context of active listening, as highlighted in paragraph 9. (3 marks)
7. According to paragraph 10, list two types of distractions in listening. (2 marks)

SECTION B – SHORT ANSWERS (40 MARKS)**PART 1 (10 MARKS)**

Construct a dialogue for Sarah using Simple Past Tense sentences. Refer to the simple present tense sentences given as your reference and convert the **bold sentences** into Simple Past Tense form. Write your responses in a **complete sentence**.

Discussing a Recent Vacation.**Question 1**

Amy : Have you gone on a vacation this summer?

Sarah : **Yes, I have. I visit the beach.**

Answer : _____ (2 marks)

Question 2

Amy : Did you like exploring new places?

Sarah : **I love it! I also enjoy it.**

Answer : _____ (2 marks)

Question 3

Amy : Were you staying in a hotel or renting a cabin?

Sarah : **I rent a cabin and it is lovely.**

Answer : _____ (2 marks)

Question 4

Amy : Did you try the local cuisine?

Sarah : **(Question 4) Yes, I do. I eat so many exotic dishes during the trip.**

Answer : _____ (2 marks)

Question 5

Amy : Did you do any outdoor activities?

Sarah : *Yes, I go hiking in the mountains and it is breathtaking.*

Answer : _____ (2 marks)

PART 2 (30 MARKS)

Write an expression for each response:

1. Disagreeing and Making a Factual Statement

(Student 1): I think eating organic food is a waste of money; there's no real difference in quality.

(Student 2): _____

(4 marks)

2. Agreeing and Making a Factual Statement

(Student 1): It's amazing how much technology has advanced in the last decade.

(Student 2): _____

(4 marks)

3. Agreeing and Making Proposal

(Student 1): English Club is planning of organizing an event in October.

(Student 2): _____

(4 marks)

4. Giving Feedback

(Student 1): I just completed my first marathon over the weekend.

(Student 2): _____

(3 marks)

5. Giving Feedback

(Student 1): I just received news that my great-grandfather just passed away.

(Student 2): _____

(3 marks)

6. Making Request

(Student 1): I have heard that you will move to a new apartment next week.

(Student 2): _____

(3 marks)

7. Giving Suggestion

(Student 1): I have trouble in waking up every morning and I am always late to class.

(Student 2): _____

(3 marks)

8. Giving Suggestion

(Student 1): Hey, what do you think we should have for lunch today?

(Student 2): _____

(3 marks)

9. Asking Question

(Student 1): I have read a good article on 'How Insomnia Affects our Daily Life'

(Student 2): _____

(3 marks)

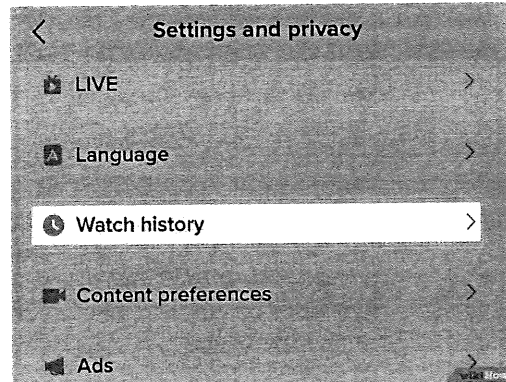
SECTION C – WRITING (40 MARKS)

Based on the following diagram, write an instruction on how to un repost a Tiktok Video. You must elaborate each step and write **AT LEAST 100 WORDS**. **(40 marks)**

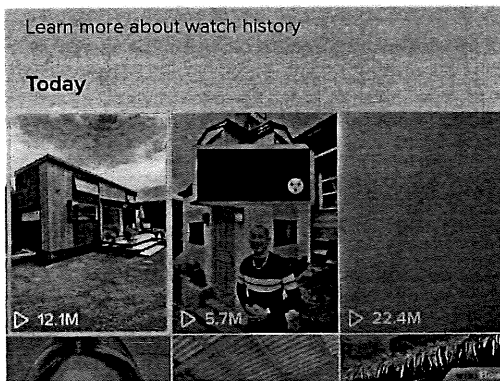
STEP 1 – Open TikTok.



STEP 2 – Find the reposted video.



STEP 3 – Play the reposted video.



STEP 4 – Tap the share icon.



STEP 4 – Remove post.



----- End of question -----