



**Akenten Appiah-Menka University
of Skills Training and Entrepreneurial
Development**
Institute for Teacher Professional Development and
Lifelong Learning
End of Second Semester Examinations
October, 2024

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College:	
Course Code:	GRC 122
Course Title:	COMMUNICATION SKILLS
Duration:	Two (2) Hours

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SECTION A (20 marks)

For items 1 to 20, choose the letter of the best option

1. A journalist publishes an article in a major newspaper that reaches millions of readers and ignites a nationwide discussion on a controversial topic. What type of communication does this represent?
 - A. Interpersonal
 - B. Mass Communication
 - C. One-to-Group
 - D. Small Group
2. The benefit of using concrete language in communication is that it ...
 - A. creates emotional distance with the receiver.
 - B. helps the receiver understand the message clearly.
 - C. makes the message more complex.
 - D. makes the message sound more formal.
3. What is the key difference between a reference list and a bibliography? A reference list ...
 - A. is arranged chronologically, while a bibliography is alphabetical.
 - B. includes all materials consulted during writing, while a bibliography only includes directly cited sources.
 - C. includes only cited sources, while a bibliography includes all consulted materials.
 - D. is arranged alphabetically, while a bibliography is chronological.

4. Maria is preparing for a debate competition and needs to understand the author's main argument and bias in a persuasive article. She carefully examines the writer's tone, reasoning, and choice of evidence to identify the purpose and perspective. Which reading strategy is Maria using?
- A. Extensive reading
 - B. Intensive reading
 - C. Scanning
 - D. Skimming
5. The use of references and citations support the credibility of academic writing by...
- A. adding length and breadth to the paper.
 - B. demonstrating research and evidence.
 - C. making the writing more complex.
 - D. providing personal opinions.
6. What are the three main components of writing skill?
- A. Creativity, logic, and persuasion
 - B. Grammar, composition, and domain knowledge
 - C. Reading, writing, and speaking
 - D. Research, analysis, and synthesis
7. Which of these is the correct order of the stages of process writing?
- A. Planning, Drafting, Editing, Revision
 - B. Planning, Drafting, Revision, Editing
 - C. Planning, Editing, Drafting, Revision
 - D. Planning, Revision, Editing, Drafting
8. Avoiding noisy environment during communication is a way of addressing ... barrier.
- A. cultural
 - B. physical
 - C. psychological
 - D. semantic

9. One of the following options is **not** a component of writing skill.
- A. Compositional skill
 - B. Descriptive knowledge
 - C. Domain knowledge
 - D. Grammatical skill
10. Which of the following options is **not** a characteristic feature of critical writing?
- A. Balanced presentation
 - B. Clear presentation
 - C. Decoding the title
 - D. Planned and focused ✓
11. All the following options are ways of dealing with attitude barriers to effective communication **except** ...
- A. clarify confusion.
 - B. listen to others.
 - C. stay calm and be patient.
 - D. use symbols and charts to explain. ✓
12. During a lecture, a student actively engages with the content being presented, taking notes and trying to grasp the underlying concepts to **fully understand** the subject matter. What type of listening is the student demonstrating?
- A. Comprehensive
 - B. Discriminative
 - C. Experimental
 - D. Fundamental
13. In an academic discussion, a student is tasked with presenting another author's ideas to support their own argument. They need to **restate, condense, or clarify** those ideas while ensuring that their presentation adds credibility to their analysis. What is this effective academic writing technique?
- A. Paragraphing
 - B. Paraphrasing
 - C. Summarising ✓
 - D. Synthesising ✓

14. Which of the following options is **not** a structure of a Paragraph?

- A. Concluding sentence ✓
- B. Identify the sentence
- C. Supporting sentences ✓
- D. Topic sentence ✓

15. In a writing class, the teacher explains the structure of a well-organised paragraph. She emphasises that within each paragraph, there is a specific sentence that presents the central idea around which all other sentences are focused. This sentence is known as the ... sentence.

- A. controlling
- B. main
- C. opening
- D. topic

16. "According to the findings, traditional teaching methods are less effective (Brown, 2012)."

This is an example of ... citation.

- A. endnote
- B. footnote
- C. in text
- D. out text

17. In a company, a supervisor sends a formal report to upper management, but also exchanges ideas with colleagues on the same level. What two types of communication styles are being used in this scenario?

- A. Diagonal and informal
- B. Formal and non-verbal
- C. Vertical and horizontal
- D. Written and oral

18. Evidence-based arguments in academic writing serve to...
- A. diminish the argument's effectiveness.
 - B. enhance the writer's authority.
 - C. introduce personal opinions into the text.
 - D. offer limited support for the writer's assertions.
19. How should an article titled "Climate and Weather" from 1997 be cited in-text if it has no listed author?
- A. ("Climate and Weather," 1997)
 - B. (1997, Climate and Weather)
 - C. (Anonymous, 1997)
 - D. (Weather, 1997)
20. In APA referencing, what is the most appropriate way to cite a journal article with one author in the reference list?
- A. Johnson, R. (2020). *The impact of climate change on urban development*. *Journal of Environmental Studies*, 45(2), 123-145.
 - B. Johnson, R. (2020). The impact of climate change on urban development. *Journal of Environmental Studies*, 45(2), 123-145.
 - C. Johnson, R. (2020). *The impact of climate change on urban development*. *Journal of Environmental Studies*, 45, 123-145.
 - D. Johnson, R. (2020). The impact of climate change on urban development. *Journal of Environmental Studies*, 45(2), 123-145.

SECTION B (5 marks)

Indicate whether each of the following statements is TRUE or FALSE in questions 21 to 25.

- 21. The body paragraphs of an academic paper should be arranged in a logical order.
- 22. The reception and understanding of spoken material with an educational purpose can be considered as academic reading.
- 23. The second stage of product writing is organization of ideas.
- 24. Bottom-up listening relies on understanding sounds, words, and small units to create meaning.
- 25. Overusing quotes is a good practice in academic writing.



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SECTION C (5 marks)

Match the descriptions (Column A) with the correct stages of the writing process (Column B). Indicate your answer by writing the correct letter from the description against the writing process.

COLUMN A (Stages)	COLUMN B (Writing process)
26. Revising	A. First attempt at writing, focusing on fluency over accuracy
27. Post-writing	B. Involves checking grammar, punctuation, and sentence structure
28. Drafting E	C. Brainstorming and generating ideas before writing begins
29. Editing D	D. Making changes to improve content and organization after feedback
30. Planning (Pre-writing) C	E. Sharing or publishing the final text
	F. Reviewing the work globally or analytically for evaluation
	G. Activities like clustering and rapid free writing to stimulate thoughts

SECTION D (10 marks)

In this section, you are required to provide succinct answers to the questions.

31. Briefly distinguish between *scanning* and *skimming*
32. Effective communication is when the intended message is successfully ..., received, interpreted, and responded to.
33. What is vertical communication in an organisation?
34. What characteristic of effective communication involves using specific, tangible, and vivid details supported by facts and figures? *Concise*
35. What are the three types of speaking?



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SECTION E (20 marks)

Answer only one question in this section

36. Analyse four (4) similarities between note-taking and note-making.
37. Discuss four (4) common misconceptions surrounding effective communication.
38. Read the scenario below carefully. Then, evaluate and provide specific examples of how Dr. Nutakor utilised **completeness, concreteness, clarity, and correctness** during her lecture on literary analysis.

Scenario: During her lecture on literary analysis, Dr. Nutakor began by outlining the key themes in various works of literature. She presented a detailed overview of each theme, providing specific examples from the texts to illustrate her points. To ensure her students understood the context, she explained complex concepts using relatable analogies. Dr. Nutakor also encouraged students to ask questions and clarified any misunderstandings immediately. Throughout the lecture, she adhered to proper grammar and syntax, ensuring that her message was professional and credible.



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