

**5095 PROFESSIONAL COMMUNICATON TECHNIQUES**

**CAMEROON GENERAL CERTIFICATE OF EDUCATION BOARD**

**Technical and Vocational Education Examination**

**JUNE XXXX**

**INTERMEDIATE LEVEL**

Subject Title	<b>PROFESSIONAL COMMUNICATON TECHNIQUES</b>
Subject Code No.	<b>5095</b>
Paper No.	<b>TWO</b>

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**TIME ALLOWED: 2½ Hours**

**INSTRUCTIONS TO CANDIDATES**

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- 1) The reader shall read **TWO (2)** passages to you
- 2) You are expected to take down **ALL TWO** passages in your **ABO** using any method of note taking of your choice
- 3) You are expected to use pencil or pen to take down the passages being dictated to you
- 4) An interval of **FIVE MINUTES** shall be allowed in-between the dictation of the two passages to you
- 5) You are expected to transcribe **ALL** the two passages in your **ABO** with each passage properly identified as

**PASSAGE ONE AND PASSAGE TWO**

- 6) You are not allowed to use any dictionary in the examination room
- 7) All passages carry equal marks
- 8) You are reminded of the necessity for good English spellings and orderly presentation your answers
- 9) At the end of the examination time, you shall hand your ABO in which you took your dictation and which contains your transcription to the invigilator.

*Turn Over*

**SECTION A: INFORMATION MANAGEMENT AND COMMUNICATION**

1. Using your knowledge in communication flow and in your answer booklet, identify the following numbers on appendix 1:

- i) 4
- ii) 1
- iii) 2
- iv) 3

(b) The following:

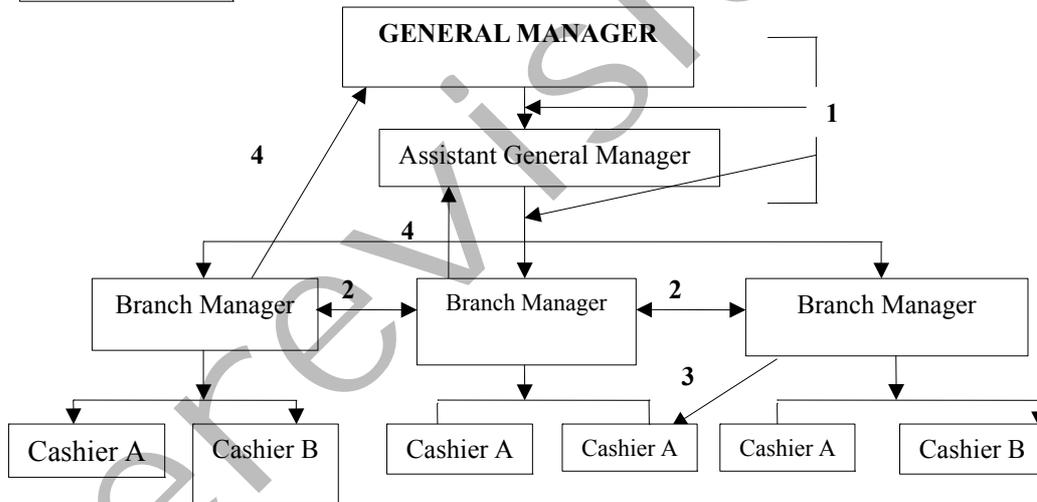
- (i) Communication process
- (ii) Feedback
- (iii) Sender
- (iv) Receiver

(c) Sketch a complete communication process.

d) State the various methods used in the following communication direction:

- i) Down word communication
- ii) Upward communication

**APPENDIX 1**



2.a) Differentiate between two way communication and one way communication on the basis of the following aspects.

- (i) Speed
- (ii) Direction
- (iii) Number of parties
- (iv) Feedback

b) Define following and clearly illustrate each in a diagram:

- i) one way communication

ii) two way communication and clearly illustrate it in a diagram.

c) Grapevine is a formal communication network. Describe the following platforms of grape vine communication networks illustrating each diagrammatically.

- i) Probability chain
- ii) Gossip chain
- iii) Single-stand chain
- iv) Cluster chain.

3) a) Define the following and represent each with diagrams

- i) Network
- ii) Vertical network
- iii) Circuit network
- iv) Chain network
- v) Wheel network
- vi) Star network

b) Describe the following communication directions in words and diagram and give clear examples in each case

- i) Lateral communication
  - ii) Diagonal
  - iii) Down word
  - iv) Up ward
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