



5095 PROFESSIONAL COMMUNICATON TECHNIQUES

CAMEROON GENERAL CERTIFICATE OF EDUCATION BOARD

Technical and Vocational Education Examination

JUNE XXXX

INTERMEDIATE LEVEL

Subject Title	PROFESSIONAL COMMUNICATON TECHNIQUES
Subject Code No.	5095
Paper No.	TWO

TIME ALLOWED: 2½ Hours

INSTRUCTIONS TO CANDIDATES

- 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:

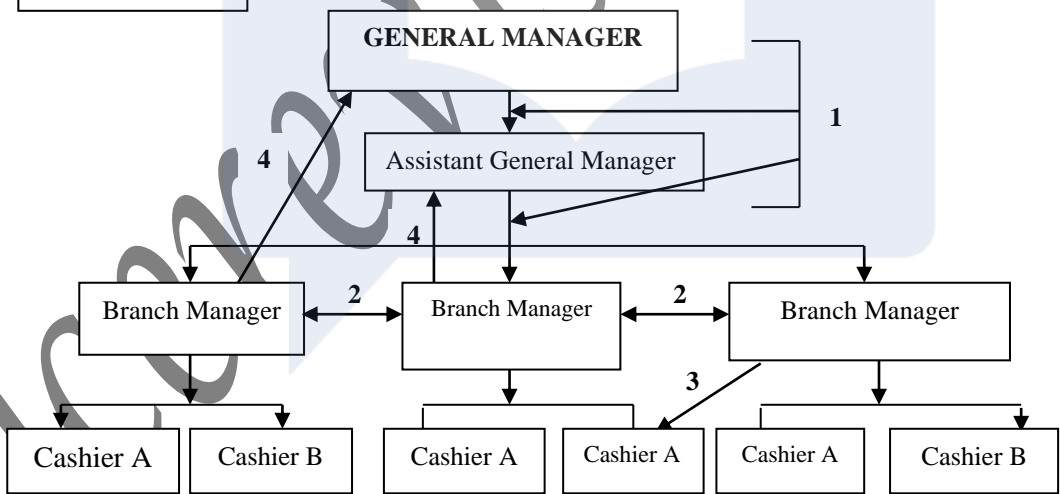
- (i) Communication process
- (ii) Feedback
- (iii) Sender
- (iv) Receiver

(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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