

FACULTY	Faculty of Commerce, Management & Law		
DEPARTMENT	Namibia Business School		
SUBJECT	English for General Communication for Project Managers		
PROGRAMME	DIPLOMA: PROJECT MANAGEMENT		
SUBJECT CODE	B2621PN / LEG2410		
EXAM DATE	JUNE 2025		
DURATION	3 Hours	Marks	100

FIRST OPPORTUNITY EXAMINATION

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➤ **This paper consists of a total of five (5) pages, including the cover page.**

Instructions:

- **Read all instructions carefully before you start writing.**
- **This paper consists of three sections I, II, III.**
- **Section I and II consists of short questions, answer all.**
- **Section III consists of long questions, answer all of them.**
- **Total marks for each question are indicated at the beginning of each question.**
- **Students to answer on a separate sheet.**

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EXAMINATIONS

SECTION I

Question 1 to 10 requires you to state whether the statements are TRUE or FALSE: (10 Marks)

Question 1

Effective communication is important in the workplace. (1)

Question 2

Speaking is when someone is yelling while giving a presentation. (1)

Question 3

Communication skills are tools for helping with communication barriers. (1)

Question 4

Eye-contact is when you look down on someone while they are talking. (1)

Question 5

People need to know how to communicate on the job effectively. (1)

Question 6

Interactive communication is a two-way exchange of ideas, messages, and information between two or more people or machines. (1)

Question 7

Push communication is a one-way method of delivering information to a recipient without them needing to actively request it. (1)

Question 8

Active listening requires being a careless and focused participant in the communication process. (1)

Question 9

Strategic communication enables a business to engage and communicate with secondary audiences through the distribution of boring messages consistently. (1)

Question 10

Project managers spend much of their time as leaders communicating to their team to ensure the success of the project. (1)

SECTION II

Question 11 – 20 requires you to select the most suitable answer only (eg. 11. F)(10 Marks)

Question 11

Being a project manager you need to spend a significant amount of time in communication. Which of the following options contain the three basic elements of a communications mode? (1)

- A. Verbal, nonverbal, and written.

- B. Sender, receiver, and message.
- C. Text, drawing, and picture.
- D. Manager, worker, and instructions.

Question 12

Which of these should be avoided for an effective speech or report? (1)

- A. Determination of the purpose.
- B. Selection of message.
- C. Lack of interest.
- D. Selection of theme.

Question 13

Which of these should be avoided for an effective speech? (1)

- A. Planning of speech.
- B. Preparation of speech.
- C. Long sentences.
- D. Organisation.

Question 14

Which of these elements is not involved in the process of communication? (1)

- A. Pipe.
- B. Sender.
- C. Message.
- D. Channel.

Question 15

The following phrases describe the topic sentence, except: (1)

- A. Includes the main idea of a paragraph.
- B. Should only be one in a paragraph.
- C. The most important sentence in a paragraph.
- D. Can be more than one sentence.

Question 16

Interactive communication is best described by the following statements, except: (1)

- A. It is a two-way exchange of ideas, messages, and information between two or more people or machines.
- B. It is a form of communication in which the message is made accessible to the intended audience when they seek it.
- C. It involves active participation and can be verbal or non-verbal.
- D. Examples of interactive communication include voice calls, texting, email, chatbots, interactive videos, quizzes, contests, forms, calculators, and interactive graphics.

Question 17

One of the following phrases is not part of effective project management communication strategies: (1)

- A. Be transparent.
- B. Be hasty to deliver your message to the audience.

- C. Encourage one-to-one communication.
- D. Recognize that being right may be wrong.

Question 18

To ensure that communication in project management is effective, the sender of the message is responsible for: (1)

- A. Ensuring that the receiver agrees with the message.
- B. Confirming that the communication is correctly understood.
- C. Presenting the information in the most favorable manner.
- D. Decoding the medium correctly.

Question 19

Communication activities have numerous potential dimensions that generally include all of the following EXCEPT : (1)

- A. Written, oral, and nonverbal.
- B. Internal and external.
- C. Conceptual and definitive.
- D. Formal and informal.

Question 20

One of the following phrases describes the rhetorical situation: (1)

- A. It is a term used to describe the components of any situation in which you may want to communicate, whether in written or oral form.
- B. It is the appropriation of ideas of someone by another person without permission and without proper acknowledgement of the original source.
- C. It is a situation where you have to provide a list of full publications of the sources used in academic written assignments.
- D. It is a case when you write down the word and its meaning according to the context.

SECTION III

This section consists of long questions. Answer all of them by following the instructions.

Question 21

In your own opinion, why do you think communication is important in Project Management? Motivate your answer through the rhetorical situation discussion. (25)

Question 22

Effective Email communication is essential in today's professional world, where Email is a primary means of communication. Briefly explain five (5) email etiquette approaches that you will adopt to ensure that your message is clear and concise to the reader. (5x2 = 10)

Question 23

Provide the five (5) C's that contribute to effective communication in Project Management. (5x2 = 10)

Question 24

Change the following sentences from direct to indirect (reported) speech. (2x5 = 10)

- a) He says, 'I am shaving.' (2)

- b) Albertina says, 'I have been living in this city for ten years.' (2)
- c) He says, 'Burglars broke into my house last night.' (2)
- d) John says, "there is an elephant outside his house." (2)
- e) Maria said: "My family is going to Australia next month." (2)

Question 25

Briefly discuss any five (5) effective communication types. (5x2 = 10)

Question 26

In your own opinion, why do you think referencing is important in report writing? (5x2 = 10)

Question 27

Identify and write down at least five (5) mistakes in the following APA styled reference: (5)

Manata, B., Miller, VD., Mollaoglu, S., & Garcia, Angelo J. (2021) *Documenting the Interactive Effects of Project Manager and Team-Level Communication Behaviors in Integrated Project Delivery Teams*. Project Management Journal, 53(1), 33-48.

This is the end of the examination.