



Module code: **ITRW 315** Method of delivery: **Full-Time** Date: **07/07/2017**

Type of assessment: **Exam 2<sup>nd</sup> opportunity** Exam paper number: **2** Session: **09:00** Duration: **3 hours**

Module description: **Communication Skills** Room: **9A-106**

Duplication method: **Both sides**

(1) Combined Afrikaans/English exam paper		(2) Exam paper for a specific language		
Number of students:	<b>65</b>	Afrikaans	English	Other language
Number of students:		<b>0</b>	<b>0</b>	<b>0</b>

Necessities for the exam paper		Number per student	Necessities for the exam paper		Number per student
Answer scripts	<b>X</b>	<b>2</b>	Multi-choice cards (A5 – 40 questions)		
Attendance slips (Fill-in paper)			Multi-choice cards (A4 – 115 questions)		
Scrap paper			Graph paper		

Is there an appendix?	<b>No</b>	If Yes give a short description:	
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NB: Exam Section does not check content or page numbers of appendices.

Calculators: **No**

Other resources e.g. dictionaries, study guides, etc.:		

Submission of answer scripts:	<b>Ordinary</b>
If Per lecturer, list Surnames:	

Examiner(e):

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Submitted by:

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**Requirements for this paper/Benodigdhede vir hierdie vraestel:**

Answer scripts/ Antwoordskrifte:	<input checked="" type="checkbox"/>	Multi-choice cards (A5)/ Multikeusekaarte (A5):	<input type="checkbox"/>
Attendance slips (Fill-in paper)/ Presensiestrokies (Invulvraestel):	<input type="checkbox"/>	Multi-choice cards (A4)/ Multikeusekaarte (A4):	<input type="checkbox"/>
Scrap paper/ Rofwerkpapier:	<input type="checkbox"/>	Graph paper/ Grafiekpapier:	<input type="checkbox"/>

Calculators/Sakrekenaars: ☐ No/Nee

Other resources/Ander hulpmiddels:

None

Type of Assessment/  
Tipe Assessering: **Exam 2nd opportunity  
Eksamen 2e geleentheid  
Paper/Vraestel 2**

Module code/  
Modulekode: **ITRW 315**

Module description/  
Module beskrywing: **Communication Skills**

Examiner(s)/  
Eksaminator(e): **Mr L Bunt**

Moderator(s): **Dr E Taylor  
Dr Eduan Kotzé**

Qualification/  
Kwalifikasie: **BSc in IT**

Duration/  
Tydsduur: **3 hours  
3 uur**

Max/  
Maks: **100**

Date/  
Datum: **07/07/2017**

Time/  
Tyd: **09:00**

Submission of answer scripts/Inhandiging van antwoordskrifte: **Ordinary/Gewoon**

**Division A Personal and interpersonal effectiveness**

**[70]**

*These questions are based on the work of Steven Covey.*

**QUESTION 1:**

**[16]**

- 1.1 Name Covey's first habit of highly effective people and describe what it means. (2)
- 1.2 Illustrate how negative energy can reduce your circle of influence with relevant examples from your own life. You are expected to draw a simple picture to further illustrate/elucidate points in your discussion. (10)
- 1.3 Briefly compare proactive behaviour with reactive behaviour. (4)

**QUESTION 2:**

**[8]**

2. With reference to Covey's second habit – to "begin with the end in mind" – discuss the alternate life centers available to us when striving to live a principle-centered life. (8)

**QUESTION 3:**

**[11]**

- 3.1 According to Covey all things are created twice. Explain the relationship between the two creations, as well as leadership and management. (5)

3.2 One of the best ways to incorporate Habit 2 into your life is to develop a personal mission statement. Develop and write your very own personal mission statement. Be sure that it reaffirms who you are and who you want to be and do. (6)

**QUESTION 4:** [11]

4. Illustrate a detailed model of communication and what happens when we transfer messages to one another (draw a picture and label it correctly). You may use examples from your own life or put forward potential situations to substantiate your answer. (11)

**QUESTION 5:** [12]

5. You have a friend who is experiencing strain in their relationship with their parents. They fight constantly over minor details and you can see the stress on your friends face during class. Apply what you have learnt in the ITRW 315 module and formulate recommendations for how your friend and their parents could improve their relationship and build trust through appealing to the six (6) major deposits to the emotional bank account. Be sure to clearly state how your friend can make these essential deposits and how they foster trust between them and their parents (6).

**QUESTION 6:** [12]

6.1 List and briefly describe six activities one could do to *sharpen the saw* in terms of the physical dimension. (6)

6.2 Feeling good doesn't just happen. Living a life in balance means taking the necessary time to renew yourself. It's all up to you. You have been tasked with compiling an advisory document that guides readers on how to nurture growth and change in their lives. Your suggestions must refer to the following three areas of a person's life: a) mental, b) social/emotional, and c) spiritual. Make a suggestion per area of focus and explain why it would lead to preserving or enhancing the self. (6)

***Division B Technical Communication*** [30]  
*These questions are based on the work of McMurrey.*

**QUESTION 1:** [8]

1.1 Why is it necessary for a third year IT student to learn the skill of technical communication? (1)

1.2 Name three areas of expertise of technical writers (things that technical writers do as experts). (3)

1.3 What terms are used when defining technical communication? (4)

**QUESTION 2:**

**[10]**

2. What are the common problem areas one should focus on when giving an oral report? Discuss each of these. (10)

**QUESTION 3:**

**[12]**

3.1 Propose the correct usage of following type of lists in one or two sentences:

(4)

3.1.1 Bulleted lists

3.1.2 Numbered lists

3.1.3 Labelled lists

3.1.4 Simple lists

3.2 What two important *aspects* can be illustrated in technical documents? Be sure to make reference to the specific *key elements* in technical documents that need to be illustrated in your discussion. (8)

**TOTAL/TOTAAL: 100**

File reference: 8.1.7.2.2