Module code:	**ITRW 315**	Method of delivery:	**Full-Time**	Date:	**22/06/2017**

Type of assessment:	**Exam 1st opportunity**	Exam paper number:	**1**	Session:	**09:00**	Duration:	**3 hour**

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:	**65**			
		Afrikaans	English	Other language
		Number of students:	**0**	**0**	**0**

Necessities for the exam paper		Number per student	**Necessities** for the exam paper	Number per student
Answer scripts	**X**	**2**	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**?	**No**	If **Yes** give a short description:	

NB: Exam Section does not check content or page numbers of appendixes.

Calculators: **No**

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

Submission of answer scripts:	**Ordinary**	
If **Per lecturer, list Surnames:**		

Examiner(e):

(1) **Lance Bunt**   Ext.: **103253**

Cell nr.: **0720880188**   Signature

University number: 23022280

(2) _____   _____   Ext.: _____

Cell nr.: _____   Signature

University number:

Moderator:

Dr Estelle Taylor   Ext.: **992540**

Cell nr.: **0836099485**   Signature

University number: 10068732

External Moderator:

Dr Eduan Kotzé   Email: **KotzeJE@ufs.ac.za**

Submitted by:

Mr Lance Bunt   University number: 23022280   Ext.: **103253**

File reference: 7.1.9.3.

AAAA 111   1

Requirements for this paper/Benodigdhede vir hierdie vraestel:					Calculators/Sakrekenaars:	Yes/Ja

Requirements for this paper/Benodigdhede vir hierdie vraestel:

Answer scripts/ Antwoordskrifte:	X	Multi-choice cards (A5)/ Multikeusekaarte (A5):		Calculators/Sakrekenaars:	Yes/Ja
Attendance slips (Fill-in paper)/ Presensiestrokies (Invulvraestel):		Multi-choice cards (A4)/ Multikeusekaarte (A4):	X	Other resources/Ander hulpmiddels: Bible/ Bybel	
Scrap paper/ Rofwerkpapier:	X	Graph paper/ Grafiekpapier:			

Type of Assessment/ Tipe Assessering:	**Exam 1st opportunity Eksamen 1e geleentheid Paper/Vraestel 1**	**Qualification/ Kwalifikasie:**	**BSc in IT**
Module code/ Modulekode:	**ITRW 315**	**Duration/ Tydsduur:**	**3 hour 3 uur**
Module description/ Module beskrywing:	**Communication Skills**	**Max/ Maks:**	**100**
Examiner(s)/ Eksaminator(e):	**Mr L Bunt**	**Date/ Datum:**	**22/06/2017**
Moderator(s):	**Dr E Taylor Dr Eduan Kotzé**	**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: [17]

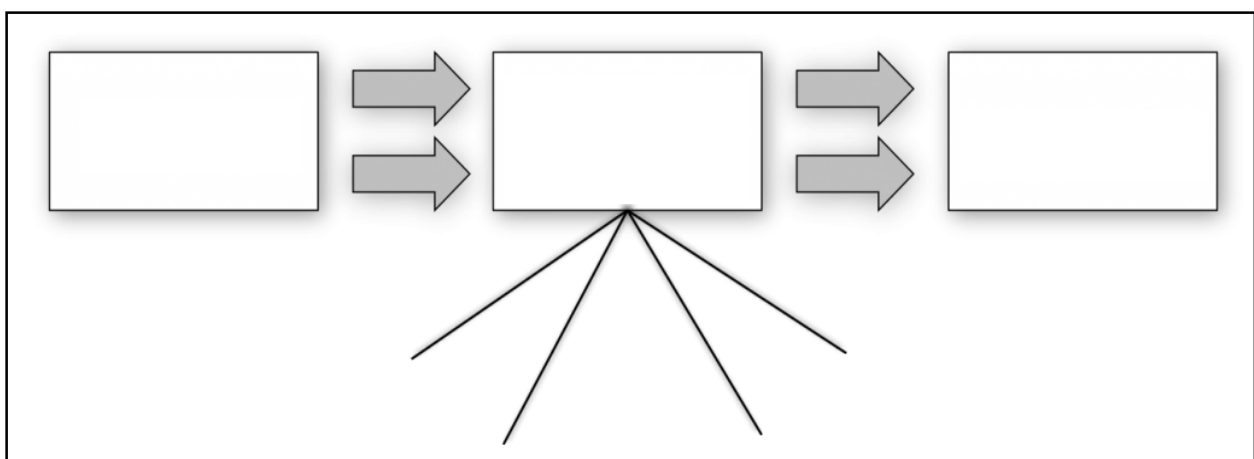1.1 Briefly explain the social mirror, as put forward by Covey. (3)

1.2 Name and briefly describe each of the three social maps through which we can see ourselves. (6)

1.3 Interpret and label the Proactivity Model as it is presented below, complete with an appropriate heading: (8)

QUESTION 2:   [8]

2. Habit 2 is based on principles of imagination. With this in mind, discuss Covey's second habit – to "begin with the end in mind" – by making reference to the two creations (2); rescripting (2); and how you could strive for a principle-centered life (2). Frame this discussion around who you are right now and what you always dreamed you would be (2).   (8)

QUESTION 3:   [24]

3.1 Differentiate between intrinsic and extrinsic motivation by examining examples of each and clearly stating what makes them similar/dissimilar.   (4)

3.2 List the key activities involved in prioritising our lives.   (4)

3.3 With better self-management comes _____.   (1)

3.4 Read the following case study and explain how you will use Covey's habits 1, 2 and 3 to motivate Bill and help him to improve his performance: (15)

Bill was a 41 year-old professional who I "inherited" in my new team of five people. He had been in his position for about 10 years. Bill was a nice guy who often did enough to get by and avoided serious complaints. When he wanted, he performed very well. This was relatively rare. Too often, his work was insufficient -- lack of follow-up with customers, computational errors, being somewhat rude with others, missing deadlines. When asked how he was doing, he emphasised his accomplishments and compliments he had received. If asked about substandard work, he was very skillful at avoiding responsibility. I decided to see how Bill's performance could be improved.

QUESTION 4:   [6]
Half a mark (½) for each fact

4.1 What skills and/or steps can we take to listen empathically to others?   (2)

4.2 What are the four autobiographical responses? Explain them briefly. You will receive half a mark for naming each response and another half mark for your explanation thereof.   (4)

QUESTION 5:   [15]

5.1 Name and describe any of the five dimensions of the Win/Win paradigm of human interaction. You will receive half a mark for naming each dimension and another half mark for your explanation thereof.   (5)

5.2 Provide a definition for "synergy" (1) and name one condition for fostering an atmosphere of synergy (1). (2)

5.3 Discuss the three (3) different levels of communication and the level of trust associated to each (3). (6)

5.4 Name and discuss one thing you have learned and mastered in the ITRW 315 module to achieve private/personal victory. (2)

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

QUESTION 1: [8]

1.1 Name and describe the four types of audiences as defined by McMurrey. (4)

1.2 Readers of technical documents usually read such documents for specific reasons. Why do writers of technical documents need to analyse their audiences and the tasks they set out to achieve before creating them? (2)

1.3 As a potential technical writer, describe two technical writing tasks/actions you did for ITRW 315 this semester. (2)

QUESTION 2: [6]

2.1 Provide the definition of a process. (1)

2.2 Define two policies for students' use of a new printer room on campus and write the procedures for the policies. (4)

2.3 Name the type of appeal (logical, personal, emotional) that was used in the following statement: "If we outlaw guns, then only people acquiring them illegally will get them, so good people will be helpless. The bad guys are already getting them illegally". (1)

QUESTION 3: [11]

Indicate whether the following two statements (3.1 and 3.2) are True or False:

3.1 Comparison can be defined as a consideration or estimate of the similarities or dissimilarities between two things or people. (1)

3.2 The whole-to-whole approach to comparison systematically compares each item against one category at a time; while point-by-point comparison forces readers to make comparisons for themselves and can easily become disorganised. (1)

3.3 Which type of report compares two or more options (products, plans, organisations, or personnel) against requirements and then recommends one option, several options or none? (1)

3.4 Which type of report compares individual products, plans, programs, properties, etc. against requirements and makes an evaluative judgment–whether it met its expectations, or whether it is "good" or "useful"? (1)

3.5 You have to compile a recommendation report for the management of the NWU, Vaal Campus to implement a transportation system where small electric vehicles will transport students between buildings to arrive on time for classes. Identify and discuss the general/generic steps necessary to compile this report (marks will not be allocated if there is no logical order of steps). (7)

QUESTION 4: **[5]**

You are going to be expected to be able to communicate in a professionally sound, technical manner when you begin working in the real world. Now, apply what you have learned throughout the semester and correct the grammar of the following sentences as best you can:

4.1 My collegue, Thabelo, asked if I could help him format his harddrive after lunch (2)

4.2 I didnt hear my manager say anything about the bored meeting at twelve! (2)

4.3 The code I wrote was far cleaner then yours. Sarah's was considerably worse than yours, though. (1)

TOTAL/TOTAAL: 100