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COPPERBELT UNIVERSITY
School of Mathematics and Natural Sciences
LA 111 / PE121 Communication Skills
Test 1: End of Term 1
Time Allowed: 2 hours

INSTRUCTIONS:

- a. Answer a total of two questions.
- b. Question One is compulsory
- c. Answer either question two or three.
- d. Each question carries 20 marks.
- e. Write all answers on your answer sheets and not on the question paper.

Question One

Reduce the passage below to note form with suitable headings and sub-headings. Give your finished notes a suitable title.

Medical technology is a broad field where innovation plays a crucial role in sustaining health. Areas like biotechnology, pharmaceuticals, information technology, the development of medical devices and equipment, and more have all made significant contributions to improving the health of people all around the world. From "small" innovations like adhesive bandages and ankle braces, to larger, more complex technologies like MRI machines, artificial organs, and robotic prosthetic limbs, technology has undoubtedly made an incredible impact on medicine. In the healthcare industry, the dependence on medical technology cannot be overstated, and as a result of the development of these brilliant innovations, healthcare practitioners can continue to find ways to improve their practice – from better diagnosis, surgical procedures, and improved patient care.

Information technology has made significant contributions to our world, namely in the medical industry. With the increased use of electronic medical records (EMR), telehealth services, and mobile technologies like tablets and smart phones, physicians and patients are both seeing the benefits that these new medical technologies are bringing. Medical technology has evolved from introducing doctors to new equipment to use inside private practices and hospitals to connecting patients and doctors thousands of miles away through telecommunications. It is not uncommon in today's world for patients to hold video conferences with physicians to save time and money normally spent on traveling to another geographic location or send health information instantaneously to any specialist or doctor in the world. With more and more hospitals and practices using medical technology like mobile devices on the job, physicians can now have access to any type of information they need – from drug information, research and studies, patient history or records, and more – within mere seconds. And, with the ability to effortlessly carry these mobile devices around with them throughout the day, they are never far from the information they need. Applications that aid in identifying potential health threats and examining digital information like x-rays and CT scans also contribute to the benefits that information technology brings to medicine.

Improving quality of life is one of the main benefits of integrating new innovations into medicine. Medical technologies like minimally-invasive surgeries, better monitoring systems,

and more comfortable scanning equipment are allowing patients to spend less time in recovery and more time enjoying a healthy life. The integration of medical equipment technology and telehealth has also created robotic surgeries, where in some cases, physicians do not even need to be in the operating room with a patient when the surgery is performed. Instead, surgeons can operate out of their "home base", and patients can have the procedure done in a hospital or clinic close to their own hometown, eliminating the hassles and stress of health-related travel. With other robotic surgeries, the surgeon is still in the room, operating the robotic devices, but the technology allows for a minimally-invasive procedure that leaves patients with less scarring and significantly less recovery time.

Medical scientists and physicians are constantly conducting research and testing new procedures to help prevent, diagnose, and cure diseases as well as developing new drugs and medicines that can lessen symptoms or treat ailments. Through the use of technology in medical research, scientists have been able to examine diseases on a cellular level and produce antibodies against them. These vaccines against life-threatening diseases like malaria, polio, MMR, and more prevent the spread of disease and save thousands of lives all around the globe. In fact, the World Health Organization estimates that vaccines save about 3 million lives per year, and prevent millions of others from contracting deadly viruses and diseases.

As technology in the world of healthcare continues to evolve, rules and regulations concerning its use must be established and adjusted to adapt to the new methods of administering care. Regulations should target the concerns about the confidentiality of patient information and the steps that must be taken to maintain privacy in our digital world. Medical providers and healthcare administration must be careful when choosing to implement new products and technologies into their services, and should ensure that all technologies are compliant before investing in their implementation.

Question Two

Indicate whether each statement below is TRUE (T) or FALSE (F)

1. Reading is a form of communication.
2. No group can exist without communication.
3. Communication provides a release for the emotional expression of feelings and for the fulfilment of social needs.
4. Communication has not changed over time.
5. In the communication process, decoding should precede encoding.
6. The means by which a communication is passed is called the conduit.
7. When two people are talking, the message that they exchange is referred to as noise.
8. The encoder is the object to whom a message is directed.
9. Communication can flow perpendicularly or vertically.
10. When feedback is being given to higher-level individuals in an organization, upward communication is taking place.
11. Oral communication is the chief means of conveying messages among group members.
12. Oral communications are more likely than written communications to be logical and clear.
13. Examples of nonverbal communication include messages transmitted by facial expressions and body movements.

14. Body language can convey the relative perceived status between a sender and a receiver.
15. Body language does not support verbal communication.
16. During communication, the acceptable amount of physical space between individuals varies according to cultural norms.
17. Facial expressions can indicate something quite different from the verbal message that a sender is communicating.
18. Eye contact does not provide feedback.
19. The grapevine is perceived by most employees as being more believable and reliable than formal communiqués issued by management.
20. Filtering, selective perception, defensiveness, and silence are all barriers to effective communication.

Question Three

In not more than one page, write an essay on one of the following:

- a. Compare and contrast life at secondary school and at university
- b. My career plans
- c. My hometown



COPPERBELT UNIVERSITY
SCHOOL OF MATHEMATICS & NATURAL SCIENCES
ACADEMIC YEAR: 2017-2018
LA111/PE121/ES142 COMMUNICATION SKILLS
FINAL EXAMINATION
TIME ALLOWED: 3 HOURS

INSTRUCTIONS

1. Answer a total of 6 questions.
2. Question 1 and 2 are compulsory.
3. Each question carries 10 marks.
4. Correct grammar, sentence construction, spelling, punctuation, vocabulary and structure of your answers will be marked.
5. Maximum length allowed for each answer is 1 page.

Question One

Read the following passage and answer the questions that follow:

Occasional self medication has always been part of normal living. The making and selling of drugs has a long history and is closely linked, like medical practice itself, with belief in magic. Only during the last hundred years or so has the development of scientific techniques made diagnosis possible. The doctor is now able to follow up the correct diagnosis of many illnesses - with specific treatment of their cause. In many other illnesses of which the causes remain unknown, he is still limited, like the unqualified prescriber, to the treatment of symptoms. The doctor is trained to decide when to treat symptoms only and when to attack the cause. This is the essential difference between medical prescribing and self-medication.

The advance-of-technology has brought about much progress in some fields of medicine, including the development of scientific drug therapy. In many countries public health organisation is improving and peoples' nutritional standards have risen. Parallel with such beneficial trends are two which have an adverse effect. One is the use of high pressure advertising by the pharmaceutical industry which has tended to influence both patients and doctors and has lead to the overuse of drugs generally. The other is the emergence of sedentary society with its faulty ways of living: lack of exercise, overeating, unsuitable eating, insufficient sleep, excessive smoking and drinking. People with disorders arising from faulty habits such as these, as well as from unhappy human relationships, often resort to self-medication. Advertisers go to great lengths to catch this market.

Clever advertising aimed at chronic sufferers; who will try anything because doctors have not been able to cure them; can induce faith in a medicine, particularly if it is steeply priced. Advertisements are also aimed at people suffering from mild complaints such as simple colds and coughs which advertisements claim will clear up within a short time due to the intake of a medicinal product.

These are the main reasons why laxatives, indigestion-remedies, pain killers, cough - mixtures, tonics, vitamins and iron tablets, nose drops, ointments and many other preparations are found in quantity in many households. It is doubtful whether taking these things even improves a person's health or it simply makes it worse. Worse, because the preparation may contain unsuitable ingredients making a person dependent on them. They may also cause poisoning and worst of all the symptoms of an underlying problem may be masked and therefore medical help may be sought. Self-diagnosis is a greater danger than self-medication.

- a) Make notes by providing a title and using headings and subheadings.
- b) Write down the topic sentence in each paragraph.

Question Two

Ms Mundiya, the sales accountant at Sampa Car Hire Services, summarised the pattern of hiring out their cars to the company's Management in the following way:

In 1989, 150 cars and 75 trucks; in 1990, 180 cars and 100 ~~cars~~^{trucks}; in 1991, 190 cars and 100 trucks; in 1992, 200 cars and 102 trucks; in 1993, 130 cars and 56 trucks; in 1994, 160 cars and 132 trucks; in 1995, 95 cars and 132 trucks; in 1996, 60 cars and 130 trucks; in 1997, 58 cars and 125 trucks; in 1998, 50 cars and 120 trucks; in 1999, 76 cars and 140 trucks; and in 2000, 120 cars and 200 trucks.

- Construct an appropriate visual to represent this information.
- Interpret the information in your visual.

11
truck

Question Three

Read these notes carefully. Select from them the necessary information to complete the task which follows.

You have been selected Secretary of the CBU Recreation Club, which has 200 members. The annual dinner of the club is to be held in the cafeteria. The date chosen is Saturday 24th November 2018. The meals will be cooked and served by first year students, who have earned an excellent reputation for cooking excellent meals. The time arranged is 19.00. The cafeteria closes at 22.30. Lounge suits should be worn, and the cost of the tickets will be K200.00 per head, the price to include a few drinks before the meal and a glass of wine with dinner. There is a licensed bar at the cafeteria. The guest speaker will be Mr. Champion, the Public Relations Manager for KMC Mines. Only 70 guests can be accommodated in the cafeteria, and in the past there has been a heavy demand for tickets for this annual function.

Compose a brief **notice** to publicise the event, with all enquiries addressed to you.

Question Four

The Road Transport and Safety Agency (RTSA) Chief Executive Officer, Zindaba Soko, has asked you to investigate the causes of road traffic accidents on Zambian roads. After interviewing a number of stakeholders, you have come up with the following findings:

- Over speeding
- Careless overtaking
- Failure to observe traffic rules
- Driving under the influence of alcohol
- Poor road network

Write a schematic report to the RTSA Chief Executive Officer explaining the causes of road traffic accidents and give appropriate recommendations.

Question Five

- (I) Write a letter to a friend who has been called for a job interview on how to behave during the interview.

OR

- (II) Provide one concrete example for each of the following:
a. Proxemics
b. Kinesics
c. Paralanguage
d. Chronemics

Question Six

The success of any formal meeting largely depends on the Chairperson. Test the validity of the above assertion with special reference to roles and duties.

Question Seven

In one page, describe a Bunsen burner with particular reference to:

- dimensions
- shape
- texture
- size
- parts attached/connected and how they are attached/connected

Question Eight

Describe and discuss two oral and three written communication barriers.

concentrate



The Copperbelt University
School of Mathematics and Natural Sciences
Department of Mathematics and Science Education
Academic Year 2021-2022
LA111/PE121/ES142 COMMUNICATION SKILLS

TEST 1

DURATION: 2 HOURS

TOTAL MARKS: 25

INSTRUCTIONS

1. Answer a total of two questions.
2. Section C is compulsory. Answer only one question in this section. It carries 10 marks.
3. Choose either Section A or B. Each section carries 15 marks.
4. Write neatly in clear handwriting. Grammar, spellings, punctuation and structure of answers will be marked.

SECTION A: READING AND NOTE-MAKING SKILLS

Read the passage below. (a) Give a suitable title to the passage (b) Make notes of the contents of the passage using suitable headings, subheadings, numbering and indentation style.

1. Scientists in the USA and Japan are developing a set of smart materials that clean themselves off dirt and stains besides eliminating foul odours and dangerous bacteria.
2. Exploiting powerful catalytic properties, researchers succeeded in creating tiles, glass, paint, paper and cloth that can keep themselves sparkling clean.
3. The first item to reach the market, a self-cleaning wall and counter tile, can not only kill bacteria but also eliminate odours and staining associated with smoke from cooking oils and cigarettes, reports the journal Technology Review.
4. The key to the self-cleansing world of the future is the interaction between titanium dioxide and ultraviolet rays from the sun or fluorescent lights. The special properties of titanium dioxide—a substance used to make paint and tooth-paste white—were first discovered by Tokyo University chemist Akira Fujishima and Associates in 1969. Their research showed that when exposed to solar energy, titanium dioxide has the ability to break down water into hydrogen and oxygen.
5. After a quarter-century of observation, scientists now understand that the reaction occurs as titanium dioxide absorbs energy from the UV band of sunlight and reacts with water vapour in the air to produce oxygen molecules. These molecules are energetic enough to break down organic matter into carbon dioxide and trace elements.
6. "When light shines on the white paint pigment, titanium dioxide, it produces an active form of oxygen that can burn combustible material at room temperature," says David Ollis, Professor of Chemical Engineering at North Carolina State University. "It is a fire without a flame."
7. Scientists have discovered that titanium dioxide-coated materials can easily remove thin deposits such as bacteria and fingerprints, though they are unable to break down thick splotches of organic materials—such as blood stains—because light and oxygen in the air cannot reach the surface where the reaction occurs.
8. Fujishima says that when titanium-dioxide tiles were used in the operating rooms and bathrooms of Ako Central Hospital in Ako, Japan, they killed 99.9 per cent of bacteria on their surface. Included killed 99.9 per cent of penicillin-resistant Staphylococcus and other germs that can cause secondary Staphylococcus infections among patients.

9. The tiles—marketed by Japan's Toto Corp under the name NeoClean—remain effective even though they are coated with a layer of titanium dioxide only one micron thick, about one-fiftieth the diameter of a human hair. Once the fine layer of compound is permanently affixed—it is commonly sprayed and then baked onto the tile's surface—the company says it is resistant to the abrasion of ordinary scrubbing that might be needed for thicker stains. Moreover, because titanium dioxide acts only as a catalyst for the photochemical reaction, it theoretically never gets used up.

10. While cleaning time varies with the thickness of the deposit, Adam Heller, a professor of Chemistry at the University of Texas at Austin, says his experiment shows that titanium dioxide-treated glass removed fingerprints in about two hours. This glass, versions of which both Heller and Fujishima have developed, could be made reactive on both sides, making it ideal for everything from sky-scraper windows to car window glass.

11. The Japanese have tested other titanium dioxide-treated materials as well. Kazuhito Hashimoto, a chemist at Tokyo University, applied the compound to a porcelain urinal. After a month, the treated urinal looked sparkling clean while an untreated unit was blotched and yellowed. Elsewhere, researchers are experimenting to see if the tiles can keep themselves clean on the walls of heavily polluted car and truck tunnels. And a Japanese paper company is developing windows and partitions for Japanese houses while a camping equipment manufacturer is testing a self-cleaning tent fabric.

12. But the most promising self-cleaning product is likely to be a wash-itself paint. Both the Texas and the Tokyo laboratories have demonstrated the self-cleaning capacities of paints containing titanium dioxide. While they are not saying exactly how they did it, both claim to have overcome an intrinsic problem in which titanium dioxide breaks down materials that bind pigments in coloured paints.

(Text Source: <http://www.opjstamar.com/download/Worksheet/Day-138/ENGLISH-XI.pdf>)

SECTION B: ESSAY WRITING SKILLS

Write an outline for a five paragraph essay. Provide a title, headings, and subheadings. Use a proper numbering and indentation style. The title of your essay is:

Importance of communication skills in higher learning institutions

SECTION C: CONTENT KNOWLEDGE APPLICATION

Question One

Describe a communication model of your choice showing clearly the elements of the communication process.

Question Two

How do the following barriers affect the flow of information? Illustrate your answer with examples.

- a. Environmental barriers
- b. Language barriers
- c. Choice of channel
- d. Information overload
- e. Psychological

Question Three

Explain each of the following types of nonverbal communication with an example.

- a. Proxemics
- b. Paralanguage
- c. Haptics
- d. Kinesics
- e. Chronemics
- b. Paralanguage
- c. Haptics
- d. Kinesics
- e. Chronemics



COPPERBELT UNIVERSITY
 School of Mathematics and Natural Sciences
 Academic Year: 2014
LA 111 Communication Skills (Group B)
Test 1: End of Term

Time Allowed: 1hr 30minutes

INSTRUCTIONS:

Answer a total of two questions.

- Section A is compulsory.
- Choose either section B or Section C.

SECTION A: READING SKILLS

Using the passage below:

- Make clear and well numbered notes.
- Answer the questions which follow.

Arteries of the heart blocked by plaque can reduce the flow of blood to the heart possibly resulting in heart attack or death. Plaque is actually fat and cholesterol that accumulates on the inside of the arteries. The arteries of the heart are small and can be blocked by such accumulations. There is a medical procedure that creates more space in the blocked artery by inserting and inflating a tiny balloon into the blood vessel. It is called coronary balloon angioplasty. *Angioplasty* means "blood vessel repair." When the balloon is inflated, it compresses the plaque against the wall of the artery, creating more space and improving the flow of blood.

Many doctors choose this technique, because it is less invasive than bypass surgery. Yes, both involve entering the body cavity, but in bypass surgery, the chest must be opened, the ribs must be cut, and the section of diseased artery must be removed and replaced. To replace it, the patient's body is opened, once again, to acquire a healthy section of artery. Usually, this blood vessel is removed from an artery located in the calf of the leg. This means the patient now has two painful incisions that must heal at the same time. There is far more risk in such bypass surgery than in angioplasty, which involves threading a thin tube, called a catheter, into the circulatory system and working it to the damaged artery.

Angioplasty may take between 30 minutes to 3 hours to complete. It begins with a distinctive dye that is injected into the bloodstream. A thin catheter is then inserted into the femoral artery of the leg, near the groin. The doctor monitors the path of the dye using x-rays. He moves the tube through the heart and into the plaque-filled artery. He inflates the balloon, creating more space, deflates the balloon, and removes the tube. It is important to note that the plaque has not been removed; it has just been compressed against the sides of the artery. Sometimes, a *stent* may be implanted, a tiny tube of stainless steel that is expandable when necessary. Its function is to keep the artery open.

There is good news and there is bad news. The good news is that the statistics compiled are superb. Ninety percent of all angioplasty procedures are successful. The risk of dying during an operation of this type is less than 2%. The risk of heart attack is also small: 3–5%. Yet heart surgeons do not take any risk lightly; therefore, a team of surgeons stands ready to perform bypass surgery if needed. The

length of hospitalization is only three days. The bad news is twofold. First, this procedure treats the condition but does not eradicate the cause. In 20% of the cases, there is a recurrence of plaque. Second, angioplasty is not recommended for all patients. The surgeons must consider the patient's age, physical history, how severe the blockage is, and, finally, the degree of damage to the artery before they make their determination.

1. When coronary arteries are blocked by plaque, one of the results could be
 - a. stroke.
 - b. heart attack.
 - c. hospitalization.
 - d. femoral artery deterioration.
2. According to the passage, angioplasty is defined as
 - a. a tiny balloon.
 - b. a plaque-laden artery.
 - c. blood vessel repair.
 - d. bypass surgery.
3. It can be inferred from the passage that invasive most closely means
 - a. entering the body cavity.
 - b. causing infection.
 - c. resulting in hospitalization.
 - d. requiring a specialist's opinion.
4. The angioplasty procedure begins with
 - a. a thin catheter being inserted into the femoral artery.
 - b. a balloon being inflated in the heart.
 - c. a special dye being injected into the bloodstream.
 - d. a healthy artery being removed from the calf.
5. It can be inferred from the passage that
 - a. a healthy artery is removed and awaits possible bypass surgery.
 - b. patients have trouble accepting the idea that a tiny balloon will cure the problem.
 - c. 3–5% of the patients refuse to undergo this procedure.
 - d. surgeons do not take even a 2% chance of death lightly.
6. Which one of the following statements is true?
 - a. The plaque that has caused the problem is not removed during angioplasty.
 - b. The risk of dying during an angioplasty procedure is 3–5%.
 - c. The coronary balloon angioplasty is a separate procedure from inflating a balloon into a blocked artery.
 - d. All of the above statements are true.

SECTION B: WRITING SKILLS

Using the topic below, write a 5-paragraph essay:

Two key skills for science students and other skills

1. Use an appropriate organizational pattern to develop the essay.
2. Indicate your audience and purpose before you begin your essay.
3. Write an outline or plan of your essay.
4. In your essay, double underline the thesis statement and single underline the topic sentences.
5. ~~Use the fictional references below in your essay to show your understanding of the APA in-text citations style. You can supply other details to complete your entries. Use each reference only once.~~

SECTION C: THE COMMUNICATION PROCESS

Scenario 1

When the owner of the small paper factory had to tell his plant manager that he and all the other managers would need to take a ten percent pay cut if the company was to stay in business, the owner was very anxious about how the manager would react and tried to avoid telling him until the end of the upcoming pay period.

1. What would be the role of the grapevine if this information reached the employees before it is officially announced?

Scenario 2

As the salesperson presented his product information to the purchasing agent, the purchasing agent examined his fingernails, rearranged the items in his desk drawer, and yawned.

1. Explain the meaning of the nonverbal aspects of communication in the scenario.
2. Who is in violation of the communication 'golden rule'? What is this rule?

Scenario 3

The banking firm of Dover & Griffin has existed for more than 75 years. The CEO wants to use e-mail to inform employees of upcoming meetings, news articles they should read, and changes in regulations. Unfortunately, many of its older employees do not have access to or don't use computers on a regular basis.

1. What type of communication barrier is displayed above?
2. What alternatives does the bank have so that all sections of the intended audience receive the communication.

Scenario 4

During our monthly meeting last month, we all came to the conclusion that overtime procedures are inadequate and that new procedures need to be initiated. I discussed this problem with our chief accountant, who was sympathetic and agreed to consider any changes we would like to make to the present procedures. Please bring your suggested changes to this month's departmental meeting scheduled for 2:30 P.M. next Wednesday afternoon.

1. Paraphrase the paragraph above.
2. Based on the paragraph, who do you think is the intended audience?
3. List five questions that should be followed to show understanding of content.



COPPERBELT UNIVERSITY

School of Mathematics and Natural Sciences
Department of Mathematics and Science Education
LA111 Communication Skills
Test 1: End of Term, 2019

Time Allowed: 1hr 30minutes

INSTRUCTIONS:

1. Answer a total of two questions.
2. Question one (1) is compulsory.
3. Each question carries 20 marks.
4. **Answers beyond the required length will not be marked.**

Question One

Read the passage below and make clear, well numbered notes **in one page**. Provide a title, suitable headings and subheadings.

Africa is by far the youngest continent in the world. Unlike everything we have heard before, millennials in Africa are not the youngest and neither are they the majority. The oldest millennial is around 38 years of age with the youngest being about 23 years old. Out of a population of 1.2Billion in the continent, those aged 19 years and below are at 51%. Millennials make up less than 30% of the continent's population. A new generation which is the majority in Africa is here; Generation Z or the iGen cohort, of those between 15-20 years, are the young and they are the majority.

Although Africa has the highest growth rate in mobile phone penetration, there are only 420M unique mobile subscribers and a penetration rate of 43% in Africa against the global rate of 63%. Internet penetration remains significantly lower. There are only 300 million internet users, a majority of whom access the internet via their mobile phones. Currently, 75% of people in Africa are still offline. This is attributed to lack of basic infrastructures such as grid electricity; high data costs, and household income levels among other factors. Despite this, internet access, especially that via mobile phone subscription, is growing and predicted to reach 41 percent of Africa's population by 2020.

One of the biggest defining characteristics of Millennials globally is their usage and dependence on mobile phones. Increased dependency on technology and a mobile first approach is being driven by African Millennials according to a recent GeoPoll rapid survey carried out among youth in five Sub-Saharan African countries between the ages of 18-35.

There are currently only 170 million active social media users in Africa, equaling a penetration rate of only 14% according to the 2017 Digital in Africa report by Hootsuite and We are Social. Whereas the percentage of the African population that uses social media is quite low, these numbers vary from country to country. Like their global counterparts, African millennials are increasingly using social media sites as tools for communication and a source of news and information. Social network platforms such as Facebook, WhatsApp and Twitter have become an integral part of everyday life, and over 60% millennials who have access to the internet say they

Although social media has become the first point of breaking news in many regions, as seen in the percentage of those online and those on social media, in Africa, radio and TV are still king. Sub-Saharan African consumers watch TV or listen to the radio twice per day on average, while they access the internet only every second day. However, African millennials have a different view on ownership in media and this is driving the diminished importance of live TV as the dominant communications channel. This is a generation that has become a 'prosumer' - creating and consuming their own content on blogs, YouTube, and various other social channels.

The assumption that millennials do not care about matters to do with political participation, civic engagement or public affairs has been attributed to their 'short attention span'. This is a myth as has been demonstrated by various research studies carried out on this demographic. A study in 2014/2015 by the Africa Barometer among a survey sample of respondents aged between 17-35 in 7 African countries shows strong evidence of interest in civic engagement, public affairs and politics among African youth. A more recent straw poll by GeoPoll in 2017 among a similar demographic in 5 African countries assessing their interest in public affairs, shows concerns in levels of corruption, youth unemployment and distribution of national resources. Social media has become an important tool through which the connected Millennials voice their concerns and engage on the things that matter to them. This can be seen in movements and campaigns such as #BringBackOurGirls, #FeesMustFall, and #DataMustFall among others.

Although African millennials are not young nor are they the majority in Africa, they have now entered the workforce in strong numbers. According to CA Global, today, those born between 1980 and 2000 are now of working age, and they are changing the operation of the workplace as they go. As a socio-economic group, Millennials are growing in power and investment potential. In addition to reshaping the workplace, they are also influencing marketing and advertising strategies across the African continent. Learning how to work with Millennials has become increasingly important over the past few years, as studies have noted. This requires a shift in communication messaging, integrated communication through online and offline channels as well as have an understanding that the decision-making unit for Millennials has evolved.

Question Two

Choose one thesis statement below and develop it into a **one-paged** five paragraph essay. Underline each topic sentence. Transitional markers used should be clear and relevant.

A computer is a useful tool in science and engineering.

OR

Culture influences the interpretation of nonverbal messages.

Question Three

In a **one paged essay**, discuss the elements involved in the communication process. Illustrate your answer with examples.



THE COPPERBELT UNIVERSITY SCHOOL OF MATHEMATICS AND NATURAL SCIENCES

2018/2019 SESSIONAL EXAMINATIONS
LA111 COMMUNICATION SKILLS
DURATION: THREE HOURS
TOTAL MARKS: 60

INSTRUCTIONS TO CANDIDATES

- i. This paper comprises twelve (12) questions.
- ii. There are two sections: SECTION A AND SECTION B.
- iii. SECTION A contains eight (8) questions.
- iv. SECTION B contains four (4) questions.
- v. For students taking COMMUNICATION SKILLS and MIND EDUCATION, answer three (3) questions from SECTION A and three (3) questions from SECTION B.
- vi. For students taking ONLY COMMUNICATION SKILLS, answer six (6) questions from SECTION A ONLY USING ONE BOOKLET.
- vii. Each candidate should answer a total of six (6) questions.
- viii. In each Section, Question one (1) is compulsory.
- ix. Each question carries 10 Marks.
- x. All answers for SECTION A should be a maximum of ONE PAGE.
- xi. For students taking COMMUNICATION SKILLS and MIND EDUCATION,
USE TWO SEPARATE BOOKLETS FOR SECTION A AND B.

Types and effects of Leukaemia

SECTION A (COMMUNICATION SKILLS)

Question One - Compulsory (10 marks)

Read the following passage carefully and make well numbered notes with headings and subheadings.

Leukaemia is any of the several types of cancer in which there exists a disorganised proliferation of white blood cells in the bone marrow (the tissue from which all blood cells originate). The production of red blood cells, platelets, and normal white blood cells is impaired as normal cells are crowded out from the marrow by the leukaemic cells (abnormal white cells). Other organs, such as the liver, spleen, lymph nodes, testes, or brain, may cease to function properly as they become infiltrated by the leukaemic cells. The number of leukaemic cells circulating in the blood may be high.

Leukaemias are classified into acute and chronic types. Acute leukaemia generally develops more rapidly than chronic leukaemia. They are also classified according to the type of white cell that is proliferating abnormally. If the abnormal cells are derived from lymphocytes or from lymphoblasts (immature precursors of lymphocytes), the leukaemia is called lymphocytic or lymphoblastic leukaemia, if the abnormal cells are derived from other types of white blood cells or their precursors, the leukaemia is known as myeloid, myeloblastic, or granulocytic leukaemia. Each year over 5,000 new cases of leukaemia are diagnosed in the UK, and there about 3,500 deaths from this cause.

Acute Leukaemia is a type of leukaemia in which the white blood cells produced in excess within the bone marrow are immature cells called blasts. Untreated, acute leukaemia can be fatal within a few weeks to months. Treatment today can often prolong life and may even provide a complete cure. About 2,500 cases of acute leukaemia are diagnosed annually in the UK. The two main types are acute lymphoblastic leukaemia (ALL) and acute myeloblastic leukaemia (AML). The incidence of ALL seems to be more in children. Both ALL and AML seem to result from a mutation in a single white cell altering its genetic structure. The cell undergoes an uncontrolled series of divisions until billions of copies of the abnormal cell are present in the bone marrow, blood, and other tissues.

There are a number of possible causes for the original mutation. One type of acute lymphoblastic leukaemia is thought to be caused by a virus similar to the one that causes AIDS. Exposure to certain chemicals (such as benzene and some anticancer drugs) and to atomic radiation or radioactive leaks from nuclear reactors can be a cause. Inherited factors may play a part; there is an increased incidence in people with certain genetic disorders and chromosomal abnormalities. People with certain other blood disorders, are also of increased risk.

The symptoms and signs of both types of acute leukaemia are caused by overcrowding of the bone marrow by blasts and by infiltration of organs by the abnormal cells. The overcrowding causes the marrow's failure to produce normal blood cells of all types. Bleeding gums, tenderness of the bones, frequent bruising, headaches, enlarged lymph nodes and repeated chest or throat infections, herpes zoster or skin and other infections are common. The diagnosis of acute leukaemia is based on a bone marrow biopsy that confirms an abnormal number of blast cells. The blast cells are sometimes also seen in the blood. Treatment includes giving the patient transfusions of blood and platelets, and the use of anticancer drugs to kill the leukaemia cells. These drugs tend to make the patient even more susceptible to infection, so powerful antibiotic drugs may also be given.

The course of drug treatment may last for many weeks. When there is no evidence of leukaemic cells in the blood or bone marrow, a state of remission is said to have been achieved. However, without repeated courses of treatment, the leukaemia often relapses (returns). For this reason, the use of drugs is usually continued for many weeks after remission. If the leukaemia relapses after the first remission, a bone marrow transplant may be considered. Increasingly, the practice is to offer bone marrow transplantation during the first remission to guard against relapse. The outlook for people with acute lymphoblastic leukaemia is generally better than it is for acute myeloblastic leukaemia, and it is better for children than for adults.

Chronic Lymphocytic Leukaemia is a type of leukaemia caused by proliferation of mature-looking lymphocytes (a type of white blood cell that plays an important role in the body's immune system). Although incurable, the disease is not invariably fatal. There are about 1200 new cases of chronic lymphocytic leukaemia diagnosed annually in the UK. Nearly all patients are over 50. The cause of the disorder is unknown.

Symptoms develop slowly, often over many years. Many cases are discovered by chance when a blood test is performed. In addition to features common to acute forms of leukaemia, symptoms and signs may include enlargement of the liver and spleen, persistent raised temperature, and night sweats.

Chronic lymphocytic leukaemia is diagnosed by finding large numbers of lymphocytes, all the same type, in the blood and on a bone marrow biopsy. The severity of the disease is assessed by the degree of liver and spleen enlargement, anaemia, and lack of platelet cells in the blood. In many cases, no treatment is required if the disease is mild. In more severe cases, anticancer drugs are given by mouth, sometimes combined with radiotherapy. Other

measure include transfusions of blood and platelets, antibiotic drugs to combat infection, and immunoglobulin injections to boost the patient's immune system.

The progression of chronic lymphocytic leukaemia is slow. More than half of the patients survive for five years from the time of diagnosis. Eventually, death may result from overwhelming infection but many patients die from causes unrelated to their leukaemia.

(Adapted — From Complete Family Health Encyclopedia, The British Medical Association, 1996).

Question Two (10 marks)

The following job application letter was drafted for you by your friend. Read it and rewrite it in blocked format using formal style, removing what is not necessary and adding what is important. Attach your well-written CV to the letter.

Gentlemen,

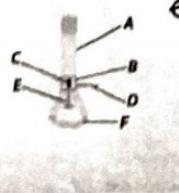
I want to apply for the job in your science laboratory which you advertised. My CV is attached. I very much want to work in Lusaka because I have relatives there. I need the job because I am sponsoring myself at Copperbelt University and I am helping my parents (my father is disabled).

I am sorry I don't have any experience, but I hope you will not hold that against me. University students don't have much of an opportunity to get experience, and we have to start someplace.

Question Three (10 marks)

Describe the Bunsen burner mechanism using the part-by-part method.

- A. barrel
- B. collar
- C. air holes
- D. gas intake
- E. gas valve
- F. stand



during the year 2019,
Ndhlovu, X got high outstanding
everyone because his salary was
high.

Question Four (10 marks)

The following shows how a certain company pays its sales representatives a salary plus commission. Interpret the following table by using correct vocabulary and appropriate grammatical structures.

Sales Representative	2019	2018	Increase	Decrease
Chanda, M	4,657	5,046		389
Mubita, P	6617	5958	659	
Kabwe, D	3986	4456		470
Hamuntu, O	5566	6437		871
Ndhlovu, X	7094	6493	601	
Banda, N	4238	5916		1678
Nondo, N	5925	4206	1719	

Question Five (10 marks)

Discuss the importance of communication skills in your field.

Question Six (10 marks)

Describe the elements of the communication process.

Question Seven (10 marks)

ZESCO Limited has called you for a job interview. What preparatory arrangements should you take into account before, during and after the interview?

Question Eight (10 marks)

You are the Secretary of the CBU drama club and your chairperson has asked you to communicate information regarding the Annual General Meeting to be held on Friday, December 13, 2019. Write a notice which includes the agenda.

SECTION B (MIND EDUCATION)

Question One – Compulsory (10 marks)

There is a change of mindset after people behaved wrongly. For example, Judas Iscariot sold Jesus with 30 pieces of silver, and Peter denied Jesus three times before the rooster crowed although he had decided that he would not deny Him. Both of them behaved wrongly but their minds were totally different from each other. Describe the difference of their mind by using the concept of regret and repentance.

Question Two (10 marks)

Explain the concept, formation, progress of desire and the changes of mind which are connected to behaviour. Explain the difference of home education between baby-centred education and puritan home education in raising children. Your description will be based on the difference of Dr. Spock's Method and the Jewish Education Method.

✓ Question Three (10 marks)

Explain the necessity of Mind Education toward the success of an individual and a nation.

✓ Question Four (10 marks)

Explain the concept of Mindfulness defined by Dr. Ellen Langer and describe through personal experience how the concept of Mindfulness helps cultivate self-control.

~~Dreams
overcoming
weakness
Strong mind~~

| ↗ am not always reg
| - different ways

- By ^{not} doing what you ^{do}
- By doing what you don't
- By thinking deeply) char



THE COPPERBELT UNIVERSITY

SCHOOL OF MATHEMATICS AND NATURAL SCIENCES

2014-2015 SESSIONAL EXAMINATIONS

LA111 COMMUNICATION SKILLS

TIME ALLOWED: THREE HOURS (3)

INSTRUCTIONS TO CANDIDATES

1. This paper comprises eight (8) questions. You are expected to answer a total of six (6) questions.
2. Question One is compulsory.
3. Read the questions carefully before answering.
4. Each question carries 10 points.
5. Spelling, punctuation, style and layout will be taken into account together with the use of appropriate language when awarding marks.

Question One (Compulsory)

Read the passage below carefully. Turn it into well numbered outline notes with appropriate sub headings.

The Internet: The Virtual Library

The Internet makes the virtual library—the library without walls—possible. The Internet transcends culture, community, and country and provides an informational highway where people can surf and sample at their leisure. Users can connect with people, places, topics, trends, global issues, and local insights. Nothing can equal the Internet as a research tool. It is not just one computer system but a vast interconnection of computers and computer networks, talking to each other and gathering and exchanging information. The Internet is synonymous with *cyberspace*, a word coined to describe the power and control of information.

Some observers call the Internet "*< a network of networks*" interlinked to bring users information. In this largest electronic network, there are an estimated 4 million Web sites and more than 300 million users worldwide. The Internet is classified as a wide-area network (WAN) because the computers on it cover a wide geographical area—the whole world. Internet users are important citizens in a global electronic village. Each day the Net is growing, expanding at more than 1,000 new users every hour.

The idea for the Internet began during the late 1950s, when the U.S. military connected various researchers via computer to protect Department of Defence information systems in case of a nuclear war. If one computer was knocked out, information would be duplicated by another computer, and communications could travel by an alternative route. The idea of having so many vital, helpful links gave birth today.

Anyone can access the Internet through a computer, a modem, and an Internet connection. Such connections are available through schools, colleges, universities, companies, national Internet service providers (ISPs) such as America Online (AOL), Microsoft Network (MSN), and MindSpring, or local ISPs. All provide local connections directly to the Internet. Monthly fees vary, depending on number of hours.

One of the main services of the Net is the World Wide Web (WWW). The Web offers an enormous amount of information in the form of text, video, graphics, videoconferencing, e-mail, and newsgroups. With the Net you can search for information in libraries around the globe. And resources are always available, unlike printed books, reports, and journals, which may be checked out of your local library.

Here are some kinds of data on the Web that, in the past, you would have had to clog all over a library—or even several libraries—to find:

- ↳ hundreds of databases, collections, and other information services worldwide
- ↳ tables of contents of technical and trade journals
- ↳ copies of articles from popular magazines to technical journals and newsletters
- ↳ popular newspapers from around the world
- ↳ leading encyclopedias, like the Britannica Web site, with entries updated monthly
- ↳ technical manuals, guides, and product descriptions
- ↳ video clips and sound bites from today's most popular movies
- ↳ statistical data on stocks and bonds, populations, currency exchange rates

To reap any research benefits from the Web, you need to know something about the way it works.

The Web contains "pages," but they are not like the pages you see in a book or printed magazine. A page on the web can be a block of text, but it can also include graphics, sound,

and animation. Web pages are written in **hypertext markup language** (HTML). HTML uses hyperlinks (colored or highlighted words or graphics) as connections—links—to other sites on the Web, as well as other sections within a site. Because hypertext is crucial to the way the Web functions, Web addresses often start with <http://www>, which means *hypertext transmission protocol://world wide web*. Knowing an Internet address, or a uniform resource locator (URL), allows you to go directly to a site. Examples are <http://www.sony.com> for the Sony Corporation Web site, <http://www.econet.apc.org/econet/en/issues.html> for current information from the Environmental Issues Resource Center, and <http://www.indy.radiology.uiowa.edu> to make a visit to a virtual hospital.

When you place your cursor on a hyperlink and click the mouse button, the page connected to that word or graphic is displayed. One page on the Web is thus linked to every other; one page is connected (or placed on top of or next) to another. Think of hypertext as a gigantic company in which every department is linked directly to every other department. Hypertext pages do not have to be read in any specified order, front to back. In your pointing and clicking, you have endless choices about what information you want presented and in what order. You can move easily in any direction from one page of information to another.

Question Two

In 2008, FAGOWA University produced 309 graduates as reflected in the report below. Study this report carefully and provide the most appropriate graphic that would summarise all the statistics in the report.

Engineering Programme

Total number of graduates: 82. In terms of degree classification, 40 obtained merits, 41 credits and 1 distinction. In terms of lecture attendance, 33 were rated above average, 40 as average and 9 below average. As for health, 32 were rated above average, 45 average and 5 below.

Architecture Programme

Total number of graduates: 38. In terms of degree classification, 22 obtained merits, 16 credits and zero distinction. In terms of lecture attendance, 16 were rated above average, 20 as average and 2 below average. As for health, 15 were rated above average, 21 average and 2 below.

Education Programme

Total number of graduates: 65. In terms of degree classification, 34 obtained merits, 30 credits and 1 distinction. In terms of lecture attendance, 35 were rated above average, 25 as average and 5 below average. As for health, 27 were rated above average, 32 average and 6 below.

Mining Programme

Total number of graduates: 110. In terms of degree classification, 39 obtained merits, 40 credits and 4 distinctions. In terms of lecture attendance, 40 were rated above average, 52 as

average and 18 below average. As for health, 30 were considered above average, 60 average and 20 below.

Medicine Programme

Total number of graduates: 14. In terms of degree classification, 3 obtained merits, 10 credits and 1 distinction. In terms of lecture attendance, 4 were rated above average, 9 as average and 1 below average. Concerning health, 2 were rated above average, 8 average and 4 below.

Question Three

Three weeks ago you purchased a CD player at Brown's Equipment in Kitwe. The Model number is PN46638/2 and has twelve-month warranty to cover both parts and labour.

However, on three occasions the machine has failed to eject a CD, while otherwise it has worked faultlessly. On telephoning the shop, you have been told that it would sort itself out soon.

When you telephoned again to say that the fault was still persisting you were told that the services engineer would call. This was ten days ago and no engineer has called. Since then, the machine has ceased to operate entirely.

Write a letter of complaint to the branch manager expressing your displeasure with the way they are handling your issue.

Question Four

On 16 November 2014 the Vice Chancellor of the Copperbelt University constituted a team of students to look at the student's performance at the Copperbelt University. You are part of team that interviewed lecturers, students and several other members of the University community.

After data collection, your team leader has asked you to write a schematic report to show the findings and recommendations. Draft the schematic report to the Vice Chancellor.

Question Five

Write an essay discussing the importance of communication skills to engineers or teachers.

Question Six

Write a notice and agenda to call a meeting of Engineering Firms Owners in Zambia to discuss current trends in competition practices, pricing, procurement, machinery, and human resource.

O Pa Pa m. malo

Rep Ruth ND

Question Seven

Your company has just received a new range of equipment for sale. As a sales representative in the company, it is your responsibility to sell all this equipment and to satisfy the needs of the clients. Taking into account a particular client, describe one of the following so that your client can make an informed decision:

- a. Hydraulic or pneumatic scale or Triple Beam Balance
- b. A video projector
- c. An ammeter

Question Eight

United Engineering operates 15 offices in 15 different countries. As the leading engineering firm in the world, it has been observed that to fully service their clients, the senior managers need training in cultural awareness. Mr. Jere, a consultant from Management Training Institute has been hired to teach a one week crash course to the 15 senior managers of United Engineering. The training will run from 08:00 – 18:00 for five days.

Discuss five potential communication barriers that Mr. Jere is likely to talk about during the training period.

Information Overload Kinesic
Selective perception



THE COPPERBELT UNIVERSITY
SCHOOL OF MATHEMATICS AND NATURAL SCIENCES

2012 SESSIONAL EXAMINATIONS

LA111 COMMUNICATION SKILLS

TIME ALLOWED: THREE HOURS

INSTRUCTIONS TO CANDIDATES

1. This paper comprises eight (8) questions and you are expected to attempt any six (6) questions.
2. Read the questions carefully before answering.
3. All questions carry equal marks.
4. Spelling, punctuation, style and layout will be taken into account together with the use of appropriate language when awarding marks.

Question One

Write a 400 word essay on one of the following:

- a. Major academic problems of first year students in a university
- b. Discuss why you chose your current degree programme

10 Marks

Question Two

You are the chairperson of a committee at your place of work. Your secretary has submitted the following jumbled agenda. Re-order this agenda to follow the usual format.

- (7) 1. Any Other Business ✓
- (2) 2. Apologies ✗
- (3) 3. Confirmation of the minutes of the previous meeting ✗
- (6) 4. Creation of more departments ✗
- (6) 5. Adoption of the agenda ✓
- (8) 6. End of year party ✗
- (3) 7. Matters Arising ✗
 - a. Staff Motivation ✗
 - b. Stock taking and stock disposal ✗
 - c. Recruitment of university graduates ✗
 - d. Investment in rural areas ✗

- (1) 8. Chairman's opening remarks ✗

Question Three

"When a verbal message conflicts with a non-verbal one, people tend to ignore the verbal message and derive meaning from the non-verbal one". Test the validity of the above assertion by referring closely to the following aspects of non-verbal communication:

- a. Gestures
- b. Verbal tone
- c. Proximity
- d. Facial expressions

10 Marks

Question Four

The following table shows the number of new employees added to different categories of employees in a company and also the number of employees from these categories who left the company every year since the foundation of the Company in 1995.

Chairman called the meeting

college

Year	Managers		Technicians		Operators		Accountants		Labourers	
	New	Left	New	Left	New	Left	New	Left	New	Left
1995	760	-	1200	-	880	-	1160	-	820	-
1996	280	120	272	120	256	104	200	100	184	96
1997	179	92	240	128	240	120	224	104	152	88
1998	148	88	236	96	208	100	248	96	196	80
1999	160	72	256	100	192	112	272	88	224	120
2000	193	96	288	112	248	144	260	92	200	104

State in the form of a short article the facts conveyed by the figures above and the inferences you would draw from them.

10 Marks

Question Five ✓

Write a complaint letter about one of the following:

- a. Rotten food you were served in a lodge
 b. An equipment that arrived with missing parts

10 Marks

Question Six

Read the passage below and make well numbered notes using appropriate headings and subheadings.

There are numerous varieties of the English language, and what we ordinary mean by 'English' is a common core or nucleus which is realized only in the different forms of the language that we actually hear or read. We can distinguish six kinds of varieties ranged as below and interrelated in ways we shall attempt to explain.

The fact that in this figure the 'common core' dominates all the varieties means that, however esoteric or remote a variety may be, it has running through it a set of grammatical and other characteristics that are common to all. From this initial point onwards, it is claimed by the sets of braces that each variety class is related equally and at all points to each of the other variety classes. We shall however return and make qualifications to this claim. The classes themselves are arranged in a meaningful order and the justification will become clear in what follows.

Varieties according to region have a well-established label both in popular and technical use: 'dialects'. Geographical dispersion is in fact the classic basis for linguistic variation, and in the course of time, with poor communications and relative remoteness, such dispersion

results in dialects becoming so distinct that we regard them as different languages. This latter stage was long ago reached with the Germanic dialects that are now Dutch, English, German, Swedish, etc, but it has not been reached (and may not necessarily ever be reached, given the modern ease of communication) with the dialects of English that have resulted from the regional separation of English-speaking communities both within the British Isles and throughout the world.

Regional variation seems to be realized predominantly in phonology. That is, we generally recognize a different dialect from a speaker's pronunciation before we notice that his vocabulary (or lexicon) is also distinctive. Grammatical variation tends to be less extensive and certainly less obtrusive. But all types of linguistic organization can readily enough be involved.

It is pointless to ask how many dialects of English there are: there are indefinitely many, depending solely on how detailed we wish to be in our observations. But they are of course more obviously numerous in the long-settled Britain than in the more recently settled North America or in the still more recently settled Australia and New Zealand. The degree of generality in our observation depends crucially upon our standpoint as well as upon our experience. An Englishman will hear an American Southerner primarily as an American and only as a Southerner in addition if further subclassification is called for and if his experience of American English dialects enables him to make it. To an American the same speaker will be heard first as a Southerner and then (subject to similar conditions) as, say, a Virginian, and then perhaps as a Piedmont Virginian. One might suggest some broad dialectal divisions which are rather generally recognized. Within North America, most people would be able to distinguish Canadian, New England, Midland, and Southern varieties of English. Within the British Isles, Irish, Scots, Northern, Midland, Welsh, South-western, and London varieties would be recognized with similar generality. Some of these – Irish and Scots for example – would be recognized as such by many Americans and Australians too, while in Britain many people could make subdivisions: Ulster and Southern might be distinguished within Irish, for example, and Yorkshire picked out as a subdivision of northern speech. British people can also, of course, distinguish North Americans from all others (though not usually Canadians from Americans), South Africans from Australians and New Zealanders (though mistakes are frequent), but not usually Australians from New Zealanders.

Within each of the dialect areas, there is considerable variation in speech according to education and social standing. There is an important polarity of uneducated and educated speech in which the former can be identified with the regional dialect most completely and the latter moves away from dialectal usage to a form of English that cuts across dialectal boundaries. On the other hand, there is no simple equation of dialectal and uneducated English. Just as educated English cuts across dialectal boundaries, so do many features of uneducated use: a prominent example is the double negative as in I don't want no cake, which has been outlawed from all educated English by the prescriptive grammar tradition for hundreds of years but which continues to thrive in uneducated speech wherever English is spoken.

Educated speech – by definition the language of education – naturally tends to be given the additional prestige of government agencies, the learned professions, the political parties, the press, the law court and the pulpit – any institution which must attempt to address itself to a public beyond the smallest dialectal community. The general acceptance of 'BBC English' for this purpose over almost half a century is paralleled by a similar designation for general educated idiom in the United States, 'network English'. By reason of the fact that educated

English is thus accorded implicit social and political sanction, it comes to be referred to as Standard English, and provided we remember that this does not mean an English that has been formally standardized by official action, as weights and measures are standardized, the term is useful and appropriate. In contrast with Standard English, forms that are especially associated with uneducated (rather than dialectal) use are often called 'substandard'.

The degree of acceptance of a single standard of English throughout the world, across a multiplicity of political and social systems, is a truly remarkable phenomenon: the more so since the extent of the uniformity involved has, if anything, increased in the present century. Uniformity is greatest in what is from most viewpoints the relatively unimportant matter of spelling. Although printing houses in all English-speaking countries retain a tiny area of individual decision (some preferring -ise and others -ize in words like realize; some preferring judgment and others judgement; etc), there is basically a single system, with two minor subsystems. The one is the subsystem with British orientation (used in all English-speaking countries except the United States) with distinctive forms in only a small class of words, colour, centre, levelled, etc. The other is the American subsystem: color, center, leveled, etc. In Canada the British subsystem is used for the most part, but some publishers (especially of popular material) follow the American subsystem and some a mixture (color but centre). In the American Mid-West, some newspaper publishers (but not book publishers) use a few additional separate spellings such as thru for though.

→ What it is
← purpose
10 Marks General app

Question Seven

Describe one of the following mechanisms or processes. ✓

- a. Callipers
- b. Microscope
- c. Using a volt meter
- d. Using a calculator

screen
key pad
reset button
cover

10 Marks

Question Eight ✓

The Ministry of Education has appointed you as a lead member of an investigation committee to look at the major causes of student unrest. After interviewing a number of people on this problem, your findings are as follows:

I am lead member

- a. Student accommodation crises
- b. Police involvement in riots
- c. Delayed meal allowance
- d. Run-down infrastructure
- e. Erratic water supply and power outages

- 1. Terms of reference
- 2. Procedure
- 3. Main body
- 4. Conclusion
- 5. Recommendations

Prepare a schematic report with all parts of a formal report.

10 Marks

COPPERBELT UNIVERSITY
School of Mathematics and Natural Sciences
LA 111 / PE121 Communication Skills
Test 1: End of Term 1
Time Allowed: 2 hours

INSTRUCTIONS:

- a. Answer a total of two questions.
- b. Question One is compulsory
- c. Answer either question two or three.
- d. Each question carries 20 marks.
- e. Write all answers on your answer sheets and not on the question paper.

Question One

Reduce the passage below to note form with suitable headings and sub-headings. Give your finished notes a suitable title.

Medical technology is a broad field where innovation plays a crucial role in sustaining health. Areas like biotechnology, pharmaceuticals, information technology, the development of medical devices and equipment, and more have all made significant contributions to improving the health of people all around the world. From "small" innovations like adhesive bandages and ankle braces, to larger, more complex technologies like MRI machines, artificial organs, and robotic prosthetic limbs, technology has undoubtedly made an incredible impact on medicine. In the healthcare industry, the dependence on medical technology cannot be overstated, and as a result of the development of these brilliant innovations, healthcare practitioners can continue to find ways to improve their practice – from better diagnosis, surgical procedures, and improved patient care.

Information technology has made significant contributions to our world, namely in the medical industry. With the increased use of electronic medical records (EMR), telehealth services, and mobile technologies like tablets and smart phones, physicians and patients are both seeing the benefits that these new medical technologies are bringing. Medical technology has evolved from introducing doctors to new equipment to use inside private practices and hospitals to connecting patients and doctors thousands of miles away through telecommunications. It is not uncommon in today's world for patients to hold video conferences with physicians to save time and money normally spent on traveling to another geographic location or send health information instantaneously to any specialist or doctor in the world. With more and more hospitals and practices using medical technology like mobile devices on the job, physicians can now have access to any type of information they need – from drug information, research and studies, patient history or records, and more – within mere seconds. And, with the ability to effortlessly carry these mobile devices around with them throughout the day, they are never far from the information they need. Applications that aid in identifying potential health threats and examining digital information like x-rays and CT scans also contribute to the benefits that information technology brings to medicine.

Improving quality of life is one of the main benefits of integrating new innovations into medicine. Medical technologies like minimally-invasive surgeries, better monitoring systems,

and more comfortable scanning equipment are allowing patients to spend less time in recovery and more time enjoying a healthy life. The integration of medical equipment technology and telehealth has also created robotic surgeries, where in some cases, physicians do not even need to be in the operating room with a patient when the surgery is performed. Instead, surgeons can operate out of their "home base", and patients can have the procedure done in a hospital or clinic close to their own hometown, eliminating the hassles and stress of health-related travel. With other robotic surgeries, the surgeon is still in the room, operating the robotic devices, but the technology allows for a minimally-invasive procedure that leaves patients with less scarring and significantly less recovery time.

Medical scientists and physicians are constantly conducting research and testing new procedures to help prevent, diagnose, and cure diseases as well as developing new drugs and medicines that can lessen symptoms or treat ailments. Through the use of technology in medical research, scientists have been able to examine diseases on a cellular level and produce antibodies against them. These vaccines against life-threatening diseases like malaria, polio, MMR, and more prevent the spread of disease and save thousands of lives all around the globe. In fact, the World Health Organization estimates that vaccines save about 3 million lives per year, and prevent millions of others from contracting deadly viruses and diseases.

As technology in the world of healthcare continues to evolve, rules and regulations concerning its use must be established and adjusted to adapt to the new methods of administering care. Regulations should target the concerns about the confidentiality of patient information and the steps that must be taken to maintain privacy in our digital world. Medical providers and healthcare administration must be careful when choosing to implement new products and technologies into their services, and should ensure that all technologies are compliant before investing in their implementation.

Question Two

Indicate whether each statement below is TRUE (T) or FALSE (F)

1. Reading is a form of communication.
2. No group can exist without communication.
3. Communication provides a release for the emotional expression of feelings and for the fulfilment of social needs.
4. Communication has not changed over time.
5. In the communication process, decoding should precede encoding.
6. The means by which a communication is passed is called the conduit.
7. When two people are talking, the message that they exchange is referred to as noise.
8. The encoder is the object to whom a message is directed.
9. Communication can flow perpendicularly or vertically.
10. When feedback is being given to higher-level individuals in an organization, upward communication is taking place.
11. Oral communication is the chief means of conveying messages among group members.
12. Oral communications are more likely than written communications to be logical and clear.
13. Examples of nonverbal communication include messages transmitted by facial expressions and body movements.

14. Body language can convey the relative perceived status between a sender and a receiver.
15. Body language does not support verbal communication.
16. During communication, the acceptable amount of physical space between individuals varies according to cultural norms.
17. Facial expressions can indicate something quite different from the verbal message that a sender is communicating.
18. Eye contact does not provide feedback.
19. The grapevine is perceived by most employees as being more believable and reliable than formal communiqués issued by management.
20. Filtering, selective perception, defensiveness, and silence are all barriers to effective communication.

Question Three

In not more than one page, write an essay on one of the following:

- a. Compare and contrast life at secondary school and at university
- b. My career plans
- c. My hometown



THE COPPERBELT UNIVERSITY
SCHOOL OF MATHEMATICS AND NATURAL SCIENCES

COMMUNICATION SKILLS (LA 111/PE 121)
(END OF TERM ONE TEST)

INSTRUCTIONS

Answer two questions including question one which is compulsory
TIME
1HR. 30 MINUTES

QUESTION ONE

Read through the passage below. Make well numbered, indented notes under appropriate sub-headings.

Machine tools are now so numerous in type that it is impossible to describe every separate type in a book of reasonable sizes; nor is this necessary, since the difference between many of them are merely a matter of detail and machine tools are divided into a comparatively small number of basic groups and it will be sufficient to describe, fail fully an example of each group and to consider the chief variations within the group in rather less detail. The classification can, however, be done in several ways, although one of them gives absolutely clear-out groupings.

One possible classification is, into four groups-single-purposes. Multi-purpose, Special and transfer. A single-purpose machine is one that is designed to do one particular kind of operation but which is built more or less as a standard product by a number of machine-tool builders. The single-purpose machine is not however, restricted to one particular job, for example, a shell-turning lathe is designed specially for shell turning and is not adapted for general lathe work; it is not, however, restricted to one particular size or profile of shell. Single-purpose machines are generally simple in design and are often little more than standard multi-purpose machines stripped of all the 'frills' and simplified as much as possible, they are consequently low percentage of their life on the job for which they are designed, it would generally be better to use a multi-purpose machine which can do other jobs as well.

A multi-purpose machine tool is one that is capable of doing a number of different types of operation. For example, a slicing, surfacing and screw-cutting lathe fitted with a taper attachment can do almost every other operation except such specialized one as every lathe operation except such specialized ones as the relieving of milling cutters and jobs and the turning of non-circular sections. The multi-purpose machine costs more than the single-purpose one, but in most machine shops it can more easily be kept fully occupied and it is consequently the most widely used type. When the number of different operations possible is large, the multi-purpose machine may sometimes be referred to as universal.

The special machine tool is one built specially for some particular job that is required in large quantities. It has to be specially designed for that job and not usually capable of doing any other job, so that it must be scrapped when the job ceases. It costs more than the single or multi-purposes machines but does the job in less time and this is able to show a saving in total cost if the number of articles required is sufficiently high.

The transfer machine is, in effect, several machines coupled together, and operated automatically as a single unit. They are of various types, the principal ones being described although it may sometimes be less than the total cost of the are low because fewer operators are required. They are 'specials' in that they are built to order and for a specific series of operations on a single component and are essentially high-production equipment.

A second method of classification is according to the kind of cutting tool used, though it would be more precise to say according to the size of chip removed. This classification gives two groups, namely, unassisted eye and machines using abrasives which produce 'chips' so small that they can be recognized only with the aid of a microscope. Until a few years ago, the first group could have been defined as machines using steel cutting tools, but cutting tools are now frequently not made of steel.

A third method of classification is according to the type of surface principally produced, e.g., surfaces of revolution, plane or ruled surfaces and miscellaneous surfaces. Thus, lathes are primarily adapted for producing ruled surfaces. The method is the least satisfactory of the three methods considered but has some advantages.

QUESTION TWO

Write a one page essay on challenges first year students face at the university.

QUESTION THREE *Manchot*

In the communication process we face a number of communication barriers. List and briefly explain three mental barriers and two physical barriers which are common

3 mental barriers

- Emotions
- ~~rehearsal~~ interest
- ~~body~~ cold effect
- ~~noise~~ listening
- Prejudice, mentally
- challenging people
- fails to convey

2 Physical noise

- poor A.P.T.
- Environmental stress
- poor ventilation, humidity
- very noisy, difficult to work
- Sleeplessness
- Health
- mood variation
- ignorance about the medium
- email



THE COPPERBELT UNIVERSITY
School of Mathematics and Natural Sciences

2020/2021 SESSIONAL EXAMINATION

LA111/ES142 COMMUNICATION SKILLS

DURATION: THREE (3) HOURS

TOTAL MARKS: 60

INSTRUCTIONS:

- a. Answer a total of five questions.
- b. Question one is compulsory.
- c. Answer four other questions.
- d. Question one carries 20 marks.
- e. All other questions carry 10 marks each.
- f. Start every question on a new page.
- g. Write your SIN#, GROUP, Programme and Course Code on the answer sheet.
- h. Do not write your name on the answer sheet.

The

QUESTION ONE

Use the text below to make a note-outline. The note-outline should be properly numbered and indented and should have appropriate headings and sub-headings.

Education & Covid-19
As the world becomes increasingly interconnected, so do the risks we face. The COVID-19 pandemic has not stopped at national borders. It has affected people regardless of nationality, level of education, income or gender. But the same has not been true for its consequences, which have hit the most vulnerable hardest. Education is no exception.

Students from privileged backgrounds, supported by their parents and eager and able to learn, could find their way past closed school doors to alternative learning opportunities. Those from disadvantaged backgrounds often remained shut out when their schools shut down. This crisis has exposed the many inadequacies and inequities in our education systems – from access to the broadband and computers needed for online education, and the supportive environments needed to focus on learning, up to the misalignment between resources and needs.

The lockdowns in response to COVID-19 have interrupted conventional schooling with nationwide school closures in most countries, the majority lasting at least 10 weeks. While the educational community have made concerted efforts to maintain learning continuity during this period, children and students have had to rely more on their own resources to continue learning remotely through the Internet, television or radio. Teachers also had to adapt to new pedagogical concepts and modes of delivery of teaching, for which they may not have been trained. In particular, learners in the most marginalised groups, who don't have access to digital learning resources or lack the resilience and engagement to learn on their own, are at risk of falling behind.

Hanushek and Woessman have used historical growth regressions to estimate the long-run economic impact of this loss of the equivalent to one-third of a year of schooling for the current student cohort. Because learning loss will lead to skill loss, and the skills people have relate to their productivity, the gross domestic product (GDP) could be 1.5% lower on average for the remainder of the century. The present value of the total cost would amount to 69% of current GDP for the typical country.

These estimates assume that only the cohort currently in school are affected by the closures and that all subsequent cohorts resume normal schooling. If schools are slow to return to prior levels of performance, the growth losses will be proportionately higher. Of course, slower growth from the loss of skills in today's students will only be seen in the long term. However, when considered over this term, the impact becomes significant. In other words, countries will continue to face reduced economic well-being, even if their schools immediately return to pre-pandemic levels of performance. For example, for the United States, if the student cohorts in school during the 2020 closures record a corona-induced loss of skills of one-tenth of a standard deviation and if all cohorts thereafter return to previous levels, the 1.5% loss of future GDP would be equivalent to a total economic loss of USD 15.3 trillion (Hanushek E and Woessman L, forthcoming[1]).

The COVID-19 pandemic has also had a severe impact on higher education as universities closed their premises and countries shut their borders in response to lockdown measures. Although higher education institutions were quick to replace face-to-face lectures with online learning, these closures affected learning and examinations as well as the safety and legal status of international students in their host country. Perhaps most importantly, the crisis raises questions about the value offered by a university education which includes networking and social opportunities as well as educational content. To remain relevant, universities will need to reinvent their learning environments so that digitalisation expands and complements student-teacher and other relationships.

Reopening schools and universities will bring unquestionable benefits to students and the wider economy. In addition, reopening schools will bring economic benefits to families by enabling some parents to return to work. Those benefits, however, must be carefully weighed against the health risks

and the requirement to mitigate the toll of the pandemic. The need for such trade-offs calls for sustained and effective coordination between education and public health authorities at different levels of government, enhanced by local participation. Introduction and autonomy, tailoring responses to the local context. Several steps can be taken to manage the risks and trade-offs, including physical distancing measures, establishing hygiene protocols, revising personnel and attendance policies, and investing in staff training on appropriate measures to cope with the virus.

QUESTION TWO

Your company produces energy and has just received students on internship from Copperbelt University, School of Natural sciences. As a plant manager, it is your responsibility to orient these interns. Based on the representation in Fig 1 and the questions below, describe the process of producing energy from coal.

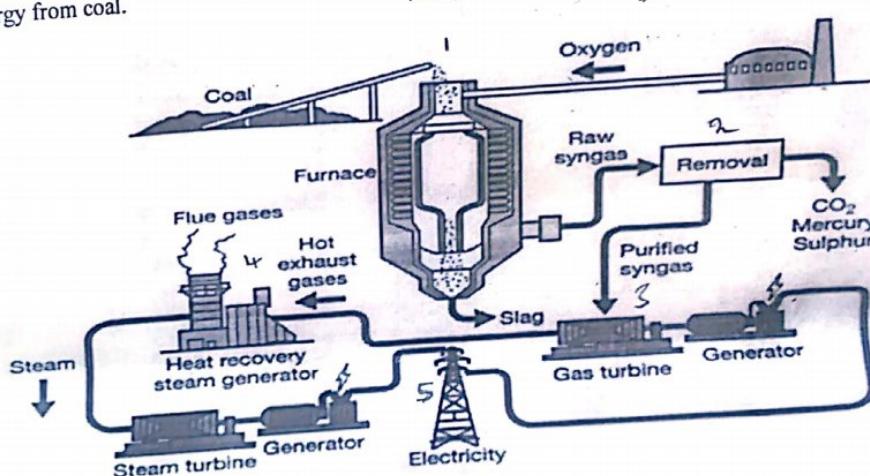


Fig: 1 Producing Energy from coal. Source: (IELTS writing skills)

QUESTION THREE

Communication is defined as the process of understanding and sharing meaning (Pearson & Nelson, 2000). This definition serves us well with its emphasis on the *process*. In order to better understand the communication process, we can break it down into a series of essential components. Each of these eight components serves an integral function in the overall process. Discuss these components.

QUESTION FOUR

Do you agree or disagree? Technology is changing the way communication works. Write an essay using specific reasons and examples to support your opinion.

QUESTION FIVE

Evaluate the following Conclusions and Recommendations. They have been written as one long paragraph. Are they easy to read? Rewrite them in two sections, one containing conclusions and the other recommendations. Using the multiple decimal numbering system, write in a formal and impersonal style.

Conclusions and Recommendations

I came to the conclusion that the fire had been caused by an electrical fault in the paint store. We need to get the wiring straightened out in there so that paint can be safely stored. Another recommendation is that we install smoke detectors so that any potential fire is quickly detected. We'll also have to make sure that nobody smokes in the building. I've also come to the conclusion that the main pillars, although the paint has been burnt off, won't need to be replaced. They're basically sound. Another conclusion is that the asbestos roof will have to be replaced because many of the sheets have been cracked. My recommendation is that we replace these sheets with new asbestos sheets. They're better than corrugated iron. I've concluded that three of the main roof beams will have to be replaced because they're twisted. They should be replaced with the same type of steel.

QUESTION SIX

Mr. Banda and Mr. Mulenga have almost the same monthly salary. Both are married men with three children and therefore pay the same amount of tax, but in other respects, their household budgets vary a good deal. The table below shows in percentages how each man uses his salary in an average month.

MR. BANDA	MR MULENGA	
PERCENT	PERCENT	TAXES
11	11	Taxes
-	8	House rent
30	24	Food and non-alcoholic drink
-	5	Tobacco
2	7	Alcoholic drink
8	5	Clothing and footwear
-	10	Car maintenance and insurance
7	3	Furniture and other durable goods
7	4	School fees
2	3	Fuel and electricity
6	2	Gifts and donations to charity
2	8	Entertainment
4	1	Transport
8	-	Servants wages
3	6	Medical expenses
3	-	Insurance other than car
2	1	Newspapers, books and magazines

Write a short paragraph explaining how the two families appear to live, indicating the inferences you would draw from the table as well. Your answer should be less than one page.

QUESTION SEVEN

You are the secretary of the Copperbelt University drama club. You have been informed that the next meeting for the club will be held on the 14th day of November, 2021. In preparation for this meeting, prepare a notice and an agenda.



THE COPPERBELT UNIVERSITY
SCHOOL OF MATHEMATICS AND NATURAL SCIENCES
DEPARTMENT OF MATHEMATICS AND SCIENCE EDUCATION
2022-2023 ACADEMIC YEAR- SESSIONAL EXAMINATION
LA111/PE121/ES142 COMMUNICATION SKILLS

TIME ALLOWED: THREE HOURS

INSTRUCTIONS TO CANDIDATES

1. This paper comprises seven (7) questions.
2. Answer a total of five (5) questions.
3. Question one is compulsory and it carries 20 marks.
4. All other questions carry 10 marks each.
5. Answers to all questions should not be more than 2 pages.
6. Start each question on a new page.
7. Pay attention to spelling, punctuation, and paragraphing.

Question One [20 marks]

- a. Read the following passage and make well structured notes with a title, numbered and spaced headings and subheadings. [15 marks]
- b. In 60 words, summarise the passage. [5 marks]

Science and technology not only dominate the psyche of humanity but also the whole biosphere. How does science influence civilisation and how is it related to human happiness? The original, cosmic evolution of the biosphere was one that promoted, supported, nourished, sustained and enhanced life. Life went on adding to the evolution with newer species and ecosystems, even more beautiful and vibrant than the ones before.

Our biosphere accommodated a pleasant weather cycle and climate system to support these newer species, keeping everything in dynamic equilibrium. Now the biosphere is overburdened and ailing. Some of our ecosystems have already collapsed, while others are at death's door. Ever increasing pollution coupled with over exploitation of natural resources and greenhouse gas emission is driving several species towards extinction. This is not a phenomenon that has occurred by itself, and neither has it been caused by, human beings alone. But it definitely has been spurred by so-called advances in technology.

In this millennium, we no longer live in a biosphere — we are inhabitants of a technosphere. A technosphere is an impaired biosphere that has no affinity with values of life nor with sustainability and evaluation of life. Although technology had empowered civilisation, it has also reduced it to being a mere toll of science and technology. And when the whole civilization turns technocratic, science and technology are bound to dominate, causing life to shrink. The intensifying climate crisis is but a symptom of the biosphere's illness and life's gradual collapse.

We've reached a point where we are intolerant of anything remotely "unscientific" in our contemporary world. Scientists look for alternatives, but even these solutions are sought in the same domain that has caused these problem. In short, we are stewing in a soup of our own making.

So, what would be meaningful for the welfare of humans? Naturally something that would enhance life, serve to integrate ecosystems and cleanse our environment. Enhancement of life includes betterment of human life and vice versa. If life shrinks, we cannot blossom. Science and technology by themselves are neutral; it is the way we use them that has either a positive or negative impact on our lives and environment. And when we use science in a manner that increases un-sustainability and unhappiness in our lives, how can we rely blindly on science for our happiness? (388 words). https://drive.google.com/file/d/157Dp6PO8clZzV_xBl-UJYeE0zG2sff6X/view

Question Two [10 marks]

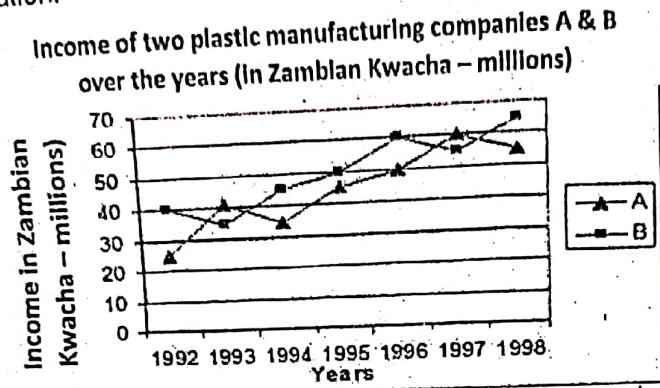
Many companies now depend on digital means of communication due to social distancing and other remote ways of working. Explain the psychological and language barriers evident in such companies.

Question Three [10 marks]

Using your knowledge of the fundamental divisions of a part-by-part description of a mechanism, (1) write an outline that will describe a retractable ball point pen (2) and develop that outline into a well written description.

Question Four [10 marks]

- a. Study the graph below and interpret it in less than 200 words. [8 marks]
b. State one advantage and one disadvantage of using graphs as forms of visual communication. [2 marks]



Question Five [10 marks]

- a. You work for Northwind Technologies as the company secretary. The Chairperson of the company's Management Board has requested you to write a notice to call for a meeting which includes the following agenda items: review last month's performance, get feedback from the proposal, share tasks for the upcoming workshop, and shortlist candidates from a previous interview. Write the notice and include the agenda.

OR

- b. The Director of Chemical Industries Company is concerned about undue wastage during experimentation procedures at one of the company's laboratories. Because she trusts your judgement, she has requested you to look into the issue and to submit a report that investigates and highlights the problems and recommend solutions. Write a detailed and objective schematic report.

Question Six [10 marks]

- a. In 200 words, write a speech to be delivered in the Multi-Purpose Tent, where you will introduce the Minister of Education who has been invited as the guest speaker. [10 marks]

OR

- b. You have been working as a part-time tutor in your department at CBU. Your department is considering you for a full-time position. The Head of Department (HOD) calls you to his office for an appraisal interview. Discuss five common types of questions that the HOD is likely to ask you during the interview. [10 marks]

Question Seven [10 marks]

"Communication is not complete without feedback". Write a persuasive essay that convinces the reader of this statement. In your argument, show the relationship that feedback has with other elements of communication.

COPEPRBELT UNIVERSITY
SCHOOL OF MATHEMATICS AND NATURAL SCIENCES
LAI11/ESI142 COMMUNICATION SKILLS
TEST 2
27 JUNE, 2022

Time Allowed: 40 Minutes

INSTRUCTIONS:

1. Answer only one question.
 2. Each question carries 20 marks.
 3. Write clearly and neatly.
 4. Check your spelling, punctuation and grammar.
 5. Your answer should not be more than two pages.
-

QUESTION ONE

Assume that you have been asked to make a presentation on technical writing at the Science and Engineering Association of Zambia conference in Livingstone. Among your focus areas is to explain the three types of definitions that are used in technical writing. Take a simple every day item and define it using the three types of definitions by providing clear and unambiguous examples.

QUESTION TWO

Communicate the following information in form of a graph. Then interpret it.

Information collected from a certain article shows the number of male and female scientists in five different regions of Zambia according to different years. Monze (1965) – 3 females, 6 males; Nakonde (1978) – 2 females, 9 males; Kapiri Mposhi (1987) – 4 females, 6 males; Solwezi (1997) – 3 females, 7 males; and Mansa (2002) – 4 females, 5 males.

QUESTION THREE

The ability to write technical documents is an important skill for science and engineering students and professionals. Demonstrate your mastery of writing a technical description by answering one of the following:

- a. How a Rehydration mixture happens:
Clean hands, clean pots, teaspoon, tablespoon, cup – One litre boiled but cold water in a pot – Sugar or honey: 2 tablespoons – Ordinary salt: 1/4 teaspoonful – Orange juice 1/2 cup of lemon juice a few drops – Sodium bicarbonate (commonly called baking soda) 1/4 teaspoonful – Stirring well – Ready
- b. How a simple pulley mechanism works in solving a particular problem:

