



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF INDUSTRIAL TECHNOLOGY

DEPARTMENT OF INDUSTRIAL AND MANUFACTURING ENGINEERING

Bachelor of Engineering Honours Degree Industrial and Manufacturing Engineering

ENGINEERING COMMUNICATION SKILLS

TIE 1102

First Semester Supplementary Examination Paper

August 2015

This examination paper consists of 3 pages

Time Allowed: 3 hours

Total Marks: 100

Special Requirements: Nil

Examiner's Name: Eng. Vennan Sibanda

INSTRUCTIONS

1. Answer any five (5) questions
2. Each question carries 20 marks

MARK ALLOCATION

| QUESTION | MARKS |
|--------------|------------|
| 1. | 20 |
| 2. | 20 |
| 3. | 20 |
| 4. | 20 |
| 5. | 20 |
| 6 | 20 |
| 7 | 20 |
| TOTAL | 100 |

Question 1

- a) What do you understand by engineering communication? [5]
- b) Name and explain the forms of communication. [10]
- c) What is the importance of feedback in communication? [5]

Question 2

- a) In a workshop what is the significance of displaying warning signs as communication tools. [5]
- b) Lateral communication is usually part of an informal system, linking employees at similar levels of responsibility that do not work directly together. What are the problems that are likely to be experienced with this type of communication? [5]
- c) Explain and show the importance of both downward and upward communication. [10]

Question 3

- a) Write a comprehensive account on written and oral communication [10]
- b) Referencing is a communication tool, discuss. [10]

Question 4

- a) You are addressing a diverse audience in an engineering workshop, why is it important to use visual (charts and graphs) aids in your presentation? [10]
- b) Explain the term "Kinesics" and write a note on the four major types of body language. [10]

Question 5

Seven C's are the seven most useful qualities of effective communication, discuss [20]

Question 6

- a) Using powerpoint slide format show how you prepare the following Topic "The Importance of Communication In Engineering" [10]
- b) You are workshops engineer and you have to advise workers on the pending workshop on Safety. Write a Memo advising them of the workshop. [10]

Question 7

You attended a public speech or lecture. Write a summary of the speech and analyse the speaker's purpose; the audience; the organization or the subject; the external barriers; the speaker's delivery; and your internal barriers. [20]

End of Examination

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