



AMREF INTERNATIONAL TRAINING CENTER

LEVEL 6

HW/OS/SW/BC/02/5/MA

Apply Communication Skills

July/August 2026

WRITTEN ASSESSMENT

Time: 2 HOURS START :9AM FINISH:11AM

11TH AUGUST 2026

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

This paper consists of THREE (3) printed pages

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A: (40 MARKS)

Answer ALL the questions in this section

1. During a staff briefing at Sunrise Community Centre, managers distribute official memos and circulars to ensure all employees receive consistent information. Identify FOUR advantages of written communication. (4 Marks)
2. At Greenfield Hospital, new staff is being oriented on how messages are transmitted between individuals during communication processes. State FOUR roles of a sender in the communication process. (4 Marks)
3. At Metro Logistics Company, the Human Resource Manager often uses different forms of written communication to handle employee issues. State FOUR types of letters used in an organization. (4 Marks)
4. A curriculum vitae (CV) is important in determining the suitability of an employee for a job. Explain FOUR sections that must be included in a CV. (4 Marks)
5. During a communication skills workshop, participants examine how information is exchanged between individuals in different communication settings. List FOUR components of the communication process. (4 Marks)
6. A community organization has experienced delays and misunderstandings in the exchange of messages between departments. Explain FOUR principles of effective communication (4 Marks)
7. A school administration is reviewing internal records such as reports, attendance registers, and staff memos to support planning and decision-making. List FOUR internal sources of information for an organization. (4 Marks)
8. A Non-Governmental Organization is standardizing its report-writing procedures to enhance clarity, consistency, and professionalism across departments. Mention FOUR organizational requirements for effective written communication. (4 Marks)
9. In today's business environment, collaboration among employees contributes to organization success. State FOUR strategies that management of an organization may use to ensure teamwork among its members. (4 Marks)
10. At a manufacturing company, breakdowns in communication between departments have resulted in misunderstandings, tension and reduced productivity. State FOUR causes of workplace conflict resulting from poor communication. (4 Marks)

SECTION B: (60 MARKS)

Answer Question 11 and any other TWO questions

11. GlobalTech Solutions, a multinational software development and IT consulting company, conducted its quarterly project review meeting on 10th June 2026 at 10.00 a.m. in the Main Conference Room. The meeting was attended by departmental managers from Operations, Human Resources, Finance, Information Technology, and Customer Support. The meeting was chaired by the Chief Operations Officer and aimed to assess the progress of ongoing projects, identify challenges affecting project implementation, and develop strategies for improving performance.
- During the meeting, the Operations Manager reported that several projects were behind schedule due to communication delays between teams operating in different time zones. The IT Manager highlighted recurring system downtimes that had affected productivity, while the Finance Manager expressed concerns about increased project costs resulting from extended implementation periods. The Human Resource Manager noted that some employees required additional training on newly adopted project management software. The Customer Support Manager reported an increase in client complaints related to delayed service delivery.
- After extensive discussions, the managers agreed on several action points, including introducing a standardized communication procedure, conducting staff training sessions, upgrading IT infrastructure, and implementing a more robust project monitoring system. The Communication Officer was assigned the responsibility of documenting the meeting proceedings and maintaining accurate records for organizational reference and accountability.
- a) State FOUR uses of minutes of a meeting in an organization. (4 Marks)
 - b) Explain THREE types of minutes used in organizations. (6 Marks)
 - c) Write the minutes of the project review meeting held by GlobalTech Solutions. (10 Marks)
12. BrightWave Manufacturing Ltd, a rapidly growing manufacturing company specializing in household and industrial products, has recently experienced communication challenges across its departments. Employees have reported receiving conflicting information regarding work schedules, production targets, and safety procedures. Management has also observed that important messages are often misunderstood due to workplace distractions, technical problems during virtual meetings, language differences among employees, and information overload.
- Following an internal review, the Human Resource Manager recommended a mandatory workplace communication and safety awareness training for all employees. The training is scheduled for 30th June 2026 and aims to improve communication effectiveness, enhance teamwork, and promote adherence to workplace safety procedures. The Human Resource Manager has instructed the Administrative Officer to prepare and circulate an internal memo informing all employees about the training.

Based on the case study above, answer the following questions:

- a) Describe FOUR types of noise that can interfere with communication in an organization. (8 Marks)
- b) Write a memo informing employees about the mandatory workplace communication and safety awareness training. (12 Marks)
13. A regional development agency is reviewing how employees select communication channels when sharing information across departments and stakeholders.
 - a) Explain FIVE factors to consider when choosing a communication channel. (10 Marks)
 - b) Discuss FIVE types of non-verbal communication. (10 Marks)
14. During a corporate communication training session, employees are being taught how questioning techniques and professional presentation influence workplace communication.
 - a) Explain FIVE types of questions used in communication. (10 Marks)
 - b) Discuss FIVE types of workplace dress code. (10 Marks)