



FACULTY OF ENGINEERING AND THE ENVIRONMENT
DEPARTMENT OF MINING ENGINEERING
COMMUNICATION SKILLS
EMI 1105
Final Examination Paper
JUNE 2019

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Mrs. S Nkomo

INSTRUCTIONS

1. Answer ANY **FOUR QUESTIONS**.
2. Each question carries 25 marks.
3. Importance is attached to accuracy, clarity of expression and legible handwriting.

Additional Requirements

NONE

MARK ALLOCATION

Question 1 to 6	25Marks
Total Attainable	100

1. State and explain the different communication models that can be used in a mining company. **(25 marks)**
2. Barriers to effective communication can retard or distort the message or intention of the message being conveyed. Identify and explain the five barriers that may hinder the communication process. **(25 marks)**
3. The General Manager of PGM Mining Company writes memoranda and letters most of the times. Differentiate the two types of reports. **(25 marks)**
4. Distinguish among the following;
 - i. Summarising;
 - ii. Quotations; and
 - iii. Paraphrasing. **(25 marks)**
5. The writing process teaches students how to develop their ideas and record them in written form. The process involves at least five distinct steps. State and explain the steps involved in the writing process. **(25 marks)**
6. When one is compiling a report there is need for proper planning and research. Identify and explain the steps involved in the planning process. **(25 marks)**

END OF PAPER

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