



**FACULTY OF ENGINEERING AND ENVIRONMENT**

**DEPARTMENT OF MINING/METALLURGICAL ENGINEERING**

**COMMUNICATION SKILLS**

**EMI/EMR 1105**

**Final Examination Paper**

**January 2019**

This examination paper consists of 4 pages

**Time Allowed: 3 hours**

**Total Marks: 100**

**Examiner's Name: Eng A N Mnkandla**

**INSTRUCTIONS**

1. Answer any five (5) questions
2. Begin each answer on a new page.
3. All questions carry 20 Marks.

**Additional Requirements**

Nil

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### QUESTION 1

- a) As a mining Engineer why do you think it is important to teach engineering communication skills to mining engineering students? [10]
- b) Why is it important to study and understand the process of communication? [10]

### QUESTION 2

- a) Explain the term "Kinesics" and explain the four major types of body language. [10]
- b) What importance do the charts, maps and graphs have in engineering communication? [5]
- c) Differentiate between verbal and non-verbal communication. [5]

### QUESTION 3

- a) A mining company is considering a proposal to establish a new mine in your town. Considering the following points which will influence its decisions, write a report. (a) availability of the mineral. (b) availability of qualified labour (c) Transport network (d) market (both local and international). (e) Competition climate. (f) Construction cost. (g). Communication facilities. [20]

### QUESTION 4

- a) What is a memorandum? What is its significance in business communication? [5]
- b) Discuss various tips required to maintain while drafting the brochure. [10]
- c) Engineering drawing is one of an engineer's tools for communication, giving practical examples, explain. [5]

### QUESTION 5

- a) Discuss the each of the 7Cs of effective communication. [14]
- b) Explain what is meant by visual communication. [2]
- c) Discuss the importance of referencing in engineering writing. [4]

### QUESTION 6

- a) Draft a memo to be issued to your subordinate at the mine you are working, where he was involved in a misconduct while on duty. [10]
- b) Ineffective communication skills only reinforce negative stereotypes of the engineer, explain. [10]

### **QUESTION 7**

- a) Explain what semantic barriers to communication are. [5]
- b) What is the importance of an abstract in engineering writing? [5]
- c) What is a summary and why is it important when writing documents? [10]

**End of Examination**