

# Cork Institute of Technology

Higher Certificate in Science in Applied Chemistry – Stage 1

Higher Certificate in Science in Applied Biology – Stage 1

Higher Certificate in Science in Applied Physics & Instrumentation – Stage 1

(NFQ – Level 6)

Autumn 2005

## **Complementary Studies - Communications**

(Time: 2.5 Hours)

Instructions  
Answer any five questions.  
All questions carry equal marks.

Examiners: Mr. J. Meyler  
Mr. H. Huber  
Mr. N. O'Brien

- Q1. Discuss the principles of effective communication for
- (a) Sender (10 marks)
  - (b) Receiver (10 marks)
- Q2. Draw the main elements in the communication process using a suitable diagram. (8 marks)  
Comment in detail on 3 of those elements. Use examples to support your answer. (12 marks)
- Q3. (a) Describe in detail the functions of
- (i) Downward communication
  - (ii) Upward communication
  - (iii) Diagonal communication
- showing each clearly on a diagram (12 marks)
- (b) List four barriers to effective communication and outline in detail a strategy or plan to overcome those barriers. (8 marks)
- Q4. Discuss the key elements in an effective report using your experience of writing lab reports on your particular course. (20 marks)

- Q5. An accident has happened in the laboratory and two students have been injured. Write a detailed memoranda to your department head outlining the event and notify any person(s) who need to be informed. (20 marks)
- Q6. Write an essay on the advantages and disadvantages of electronic communication for scientists. (20 marks)
- Q7. Proper preparation and Effective Delivery are the key elements in the successful presentation of a project. Discuss this statement. (20 marks)
- Q8. Discuss in detail guidelines for coping with the problems and opportunities that can arise during the question and answer session of a practical/project presentation. (20 marks)