

OFPPT

مكتب التكوين المهني وإنعاش الشغل

Office de la Formation Professionnelle  
et de la Promotion du Travail

Direction Recherche et Ingénierie de la Formation

Examen de fin de formation

Session Juin 2011

**Epreuve : Communication en Anglais (Variante 2)**

**Niveau : TS**

**Durée : 2 h.**

**Barème : / 20**

All employees are not created the same. People are different and require different modes of communication. Speaking harshly with one person may give good results, but with another person it is likely to rouse anger. Some employees are self-confident and others need constant supervision. Evaluate your employees. Figure out how they respond to different communication styles and make mental notes. Success is not about treating everyone the same but rather treating everyone in the way that makes him or her most receptive.

Some supervisors speak in general terms. This is done to save time and deliver a uniform message, but the problem is that everyone does not have the same level of understanding or confidence. When a supervisor asks if people have questions in a group setting, some people might refuse to ask questions in front of others. So, a message must sometimes be spoken individually with people afterward, to make sure everyone understands. Success as a supervisor, manager, or staff level employee is dependent on the ability to communicate effectively. Communication is about more than just words; it is about body language, facial expressions, posture, actions and reactions.

The first step to effective communication is to determine whether written communication is required, optional, or unnecessary. Typically it is only required when one is communicating something highly complex, long tasks or directions, or to someone who has a history of not understanding or following through with spoken communication.

Because one should clearly and thoroughly understand the problem, idea, and messages that one wants to communicate. This requires significant analysis of the situation. It is often helpful to outline what one seeks to convey. If one is emotional it is helpful to organize the thoughts prior to communicating them to minimize the emotional context in the communication.

### I- Comprehension:

**A) Answer the following questions from the text :**

**(3 points)**

- 1- Why do people need different modes of communication?
- 2- Why do some supervisors sometimes speak in general terms?
- 3- What is the first step to effective communication?

**B) Are these statements true or false? Justify.**

**(2 points)**

- 1- Success is only about treating everyone the same.
- 2- Written communication is required.

**C) Find in the text synonyms to these words:**

**(1 point)**

- a- Certain.
- b- Looks for.

**D) Find in the text opposites to these words:**

**(1 point)**

- a- Kindly.                      b- Failure.

## II- Language:

**A) Put the verbs in brackets into the correct form:**

**(2 points)**

- As the Safety Officer, I <sup>have been</sup> (be) responsible for ensuring that working environment (be) safe. Since 2008 there (be) some potentially dangerous machines in this factory, So, I (carry) regular inspections over them.

**B) Rewrite the following sentences as suggested:**

**(4 points)**

- 1- Some of the materials we work with are toxic.

The work stated that . . . . .

- 2- Chemical agents represent a potential fire hazard.

A potential fire hazard. *Is. visited!*

- 3- I have to ensure that all the safety procedures are carried out.

Safety officer said he had to an accident

- 4- He organized regular first aid courses.

First aid courses were organized.

**C) Rewrite the following sentences using the words in brackets:**

**(3 points)**

- 1- He passed his exam. ~~His~~ His father offered him a new computer. (Therefore)
- 2- We respect the traffic law. We might have accidents. (Even though)
- 3- He walked on the pavement. He wanted to keep safe. (in order to)

### III- Writing:

**(4 points)**

Write a short essay about the importance of communication in your technical training.