

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 (Variante 1)

Epreuve : Communication en AnglaisNiveau : TSDurée : 2 h.Barème : / 20

We communicate every moment of every day through our eyes, our body language, our behaviour, our words, our style, our art and through our mere presence. There are times when we are more effective communicators and there are times when we are less effective communicators. The Most important is communicating what we intend to communicate, whether we are understood and whether our communication is reaping the desired result.

Effective communication skills are important both in business interactions as well as personal interactions. Yes, communication takes place all the time, but how effective is it, and what does the phrase "effective communication" really mean?

The word effective is defined as producing a decided, decisive, or desired effect. Communication skills can be so effective that they make the listener change his mind or cause him to see the speaker's point of view. For someone who possesses effective communication skills he has an impact both at work and in his personal life. He is able to articulate clearly, either in writing or in his speech, so that his audience grasps what is the true meaning behind his words. Because words can be easily misunderstood or taken away from the context. An effective communicator is always aware of his audience and conscious of his tone.

Although communication might be thought of as one-way only, effective communication is a two-way street. It is not about one party giving and the other party receiving. Proper listening occurs when one person is speaking and the other person is actively listening. Understanding the message is another step in the process. You don't have to agree with the other person, but understanding the message or point of view is important. Avoid interrupting the talker as this demonstrates an unwillingness to hear the message and



causes the speaker to feel less important. If you spend time waiting to speak rather than truly listening to the speaker, you might miss the message.

### I- Comprehension:

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

(3 points)

- 1- What is the most important thing in communicating?
- 2- What is the advantage of effective communication?
- 3- How can proper listening occur?

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

(2 points)

- F 1- Effective communication is important only in business interactions.  
T 2- Words are not usually understood.

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

(1 point)

- a- Owns. ~~has~~ b- Happens.

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

(1 point)

- a- Difficulty. ~~easy~~ b- Disagree. ~~agree~~

### II- Language:

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

(2 points)

- After he (apply) <sup>applied</sup> for a job in firm, he (receive) <sup>received</sup> a positive reply. He (begin) <sup>started</sup> work last week. Now, he (have) <sup>is having</sup> further training for work experience.

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

(4 points)

- 1- Customers visit different websites for further information.  
Different websites . . . ~~are visited~~
- 2- They told him to switch off the power supply.  
He . . . ~~was told~~ . . . ~~to~~ ~~switch~~ ~~off~~ ~~the~~ ~~power~~ ~~supply~~
- 3- If the goods are sent by sea, they will take nearly two months.  
The boss said . . . ~~if the goods were sent by sea~~ ~~they would take nearly two months~~
- 4- I want to use this software package now.  
She said . . . ~~wanted to use this software package now~~ ~~then~~

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

(3 points)

- 1- This is a much polluted environment. All workers should wear masks. (Therefore)
- 2- You can't use this machine if you do not read the catalog carefully. (Unless)
- 3- The system is sealed. They want to stop water getting in. (In order to)

### III- Writing:

(4 points)

Write a short essay about the importance of communication in our daily life.