



مكتب التكوين المهني وإنعاش الشغل

Office de la Formation Professionnelle
et de la Promotion du Travail

Examen de Fin de Formation
Session Juin 2014

Epreuve : Communication en Anglais

Niveau : T V2

Durée : 1h 30mn.

Barème : / 20

Effective communication helps us better understand a person or situation and enables us to determine differences, build trust and respect, and create environments where creative ideas, problem solving, affection, and caring can flourish. As simple as communication seems, much of what we try to communicate to others—and what others try to communicate to us—gets misunderstood, which can cause conflict and frustration in personal and professional relationships. By learning these effective communication skills, you can better connect with your spouse, kids, friends, and co-workers

Effective communication can improve relationships at home, work, and in social situations by deepening your connections to others and improving teamwork, decision-making, and problem solving. It enables you to communicate even negative or difficult messages without creating conflict or destroying trust. Effective communication combines a set of skills including nonverbal communication, attentive listening, the ability to manage stress in the moment, and the capacity to recognize and understand your own emotions and those of the person you're communicating with.

Listening is one of the most important aspects of effective communication. Successful listening means not just understanding the words or the information being communicated, but also understanding how the speaker feels about what he is communicating.

I- COMPREHENSION:

7/7

A- Answer the following questions from the text: 3/3

1. What is the aim of effective communication?

2. How is communication important at work?

3. What does successful listening in communication mean?

B- Answer with False or True, Justify: 2/2

- 1- We always understand what the others try to communicate to us.
- 2- Listening is very important in communication.

C- Give the synonyms of the following words from the text: 1/1

- 1- dissatisfaction
- 2- capability

D- Give the opposite of the following words from the text: 1/1

- 1- worse
- 2- positive

II- LANGUAGE: 9/9

A- Give the correct tense of the verbs between brackets: 2/2

- 1- I (to learn) communication for five years.
- 2- Next week, we (to have) an exam in written communication.

B- Rewrite the following as suggested: 4/4

1. Effective communication helps us to understand a person or a situation.
We ...
2. Effective communication can improve relationships at home and at work.
Relationships...
3. "Effective communication can enable you to communicate negative or difficult messages." He told me ...
4. "Do you understand what I mean? (- He asked me)"

C- Rewrite the following sentences using the words given: 3/3

1. Although he spoke for many hours; we could not understand what he said.
(Despite)
2. We could not get what he was saying because he was very angry.
(So.....that)
3. Effective communication is very important. Effective communication is very useful. (Both)

III- Writing:

4/4

Write a short paragraph about the importance of communication at work.