

**Institute of Certified Management Accountants of Sri Lanka****Managerial Level
May 2018 Examination**

Examination Date : 12th May 2018 **Number of Pages :** 02
Examination Time: 1.30 p.m. - 4.30 p.m. **Number of Questions :** 07

Instructions to Candidates

1. Time allowed is **three (3) hours.**
2. Total: **100** Marks.
3. Answer **all** questions.
4. The answers should be in **English Language.**

<u>Subject</u>	<u>Subject Code</u>
Professional Communication	(PC / ML 5 - 305)

Part A: Speech (40 Marks)

Write a ten minute speech that you, as the HR manager, would deliver on the topic of “Professionalism in the Workplace” at an induction training programme for new employees.

(Total 40 Marks)**Part B: Reading & Writing (60 Marks)**Answer **all** questions

- 1) What measures can be taken to overcome barriers to effective listening? **(10 Marks)**
- 2) The top management of your company are concerned that the employees are spending increasingly long hours at work. They have therefore asked you, as their HR manager, to prepare a memo to be sent to the staff members. You have been asked to do the following:
 - (a) Encourage the staff to leave the office by 7 p.m. the latest.
 - (b) Point out how this move can be advantageous to both the staff and the company.
 - (c) Outline the advantages of a good work-life balance. **(10 Marks)**
- 3) Yasiru is one of the young employees of your organization who has been hired only ten months ago. He is mostly absent from work and he misses deadlines all the time. When asked, he says that he is sick all the time and his health impedes his working style, but never produces medical certificates. He is also untidy and doesn't keep records and doesn't follow the instructions given by the line manager. He is also not a team player and has a general sense of dismissiveness about him.

Yasiru had received primary and secondary education at a leading boys' school in Colombo and did not show any signs of lethargy during the first three months at work. So far, he has received several verbal warnings from the line manager/ Head of the Department and he has not responded positively to them.

As the line manager/Head of the Department, your task is to write a letter of warning to Yasiru Sudusinghe about his poor performance and absenteeism.

Be imaginative in selecting a name for the company and the designation of Yasiru. **(10 Marks)**

P.T.O...

- 4) The CMA alumni is organizing a musical show in aid of a new ten store building that is going to be constructed at the CMA headquarters. Write a short write up/a press release to the newspaper about the upcoming event. **(10 Marks)**
- 5) (a) What measures can be taken to resolve conflicts in a team?
(b) Briefly describe two steps used in empathetic negotiations. **(10 Marks)**
- 6) Would you hire a job candidate who doesn't look at you, poor on personal hygiene and speaks with a heavy fake British accent at a job interview? Give your reasons for the selection. **(10 Marks)**

(Total 60 Marks)

End of Question Paper
