

Course Code CAE 204 (M) 2007

UNIVERSITY OF SWAZILAND

DEPARTMENT OF ADULT EDUCATION

PART-TIME CERTIFICATE IN ADULT EDUCATION YEAR II

FINAL EXAMINATION PAPER MAY, 2007

TITLE OF PAPER : EDUCATIONAL COMMUNICATION

COURSE CODE : CAE 204

TIME ALLOWED : THREE (3) HOURS

**INSTRUCTION : ANSWER ALL QUESTIONS IN SECTION A AND
THREE (3) QUESTIONS IN SECTION B.**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY
THE INVIGILATOR.**

QUESTION 1

Answer all Questions.

- i) A number of approaches to problem-solving exist, depending on the nature of the problem and the people involved in the problem. The approaches include:
- A. Appreciative inquiry
 - B. The traditional, rational approach
 - C. Both (A) and (B) above
 - D. None of the above statements
- ii) the more traditional, rational approach involves the following:
- A. Describing the problem
 - B. Isolating troubleshooters
 - C. Analysing causes of problem
 - D. Statements (A) and (C) only
- iii) One of the following is not a recognised problem-solving technique-which one?
- A. Brain-storming
 - B. Means - end analysis
 - C. Multiple intelligence design
 - D. Hill-climbing strategy (difference reduction)
- iv) Much of what managers do is
- A. Make decision
 - B. Solve problems
 - C. Assess alternatives
 - D. Adopt a wait and see plan
- v) The characteristics of team-briefing include all but one of the items below:
- A. Meetings convened by team leader
 - B. Meetings last for a short time
 - C. Meetings held one a quarter
 - D. Face-to-face group meetings in small teams

vi) The subject headings for team briefing include all but one of the following:

- A. Policy
- B. People
- C. Progress
- D. Promotions

vii) Problem-solving

- A. Forms part of everyday thinking
- B. Is task-oriented; it is not a power struggle
- C. Is an integral part of all mathematics learning
- D. All of the above statements

viii) Team briefing is a useful management communication tool

- A. In voluntary work
- B. In disaster relief forces
- C. In the disciplined forces
- D. All of the above statements

ix) An interview is an interaction between two parties. It can be:

- A. A panel interview
- B. A research interview
- C. A telephone interview
- D. All of the above statements

x) In an interview,

- A. One party is getting and giving information
- B. One is also reinforcing co-operative attitudes
- C. Statements (A) and (B)
- D. All the above statements

xi) No one should accept the offer of tea or coffee at an interview because

- A. It does not show good manners
- B. It can make the mind tired quickly
- C. It can interfere with interviewee polish-up
- D. None of the above statements

- xii) Counselling may be recommended for individuals encountering
- A. Learning problems
 - B. Marriage problems
 - C. Debt management problems
 - D. All the above statements
- xiii) In a counselling session
- A. The counsellor has to do all the talking
 - B. The client receives professional advice
 - C. The counsellor helps client to cope with his or her problems
 - D. Statements (B) and (C) only
- xiv) An important role of the chairperson is
- A. To advertise the meeting in the press
 - B. To start the meeting on time or as soon as a 'quorum' is formed
 - C. To do most of the talking
 - D. Statement (B) only
- xv) There is no need to (always) plan one's presentation because:
- A. It can be rehearsed minutes before presentation
 - B. Few participants will notice lack of planning in it
 - C. Community people are in a hurry to go somewhere
 - D. None of the above statements
- xvi) There is no need to worry about visuals in communication because
- A. Some communities do not have electricity
 - B. Visuals distract adult's attention
 - C. Statements (A) and (B)
 - D. None of the above statements
- xvii) Diffusion of innovations is critical
- A. Given the rapid change in all spheres of life
 - B. Because of the many challenges to cope with
 - C. So innovations can make the necessary impact on intended audience
 - D. Statements (A) and (C) only

xviii) Mass media consists of:

- A. Electronic media
- B. Print media
- C. Cellular phones
- D. (A) and (B) only

xxiv) Message structure is important because of:

- A. Technology
- B. Different appeals message has to make
- C. Both (A) and (B)
- D. None of the above

xx) Communication contexts comprise

- A. Small group
- B. Public communication
- C. Mass communication
- D. All of the above statements

[20 x 2 = 40 marks]

SECTION B

Answer any THREE questions.

1. Identify and discuss two (2) types of interview. What factors must the interviewer or interviewee consider for the interview to be a success. [20 marks]
2. Discuss the idea of counselling from two points of view (work, job related, learning or personal). [2 x 10 = 20 marks]
3. Write an essay on the management communication tool termed 'team briefing' around the following topics: (a) purpose (b) features (c) subject-matter; and (d) potential problems. [4 x 5 = 20 marks]
4. Identify and discuss any two (2) approaches to problem-solving. Use relevant examples to illustrate your answer. [2 x 10 = 20 marks]