

UNIVERSITY OF SWAZILAND
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR IV
FINAL EXAMINATION, MAY 2008

TITLE OF PAPER: INTERPERSONAL COMMUNICATION II

COURSE CODE: IDE-BAE 305

TIME ALLOWED: THREE (3) HOURS

- INSTRUCTIONS:**
- 1. ANSWER ALL QUESTIONS FROM SECTION A.**
 - 2. ANSWER TWO (2) QUESTIONS IN SECTION B.**

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

SECTION A

INSTRUCTIONS: ANSWER ALL QUESTIONS IN THIS SECTION.

QUESTION 1

Explain each of the following statements:

- (a) The greater the discrepancy between the pictures you have of yourself and the pictures other people have of you, the greater the chance for misunderstanding. [10 marks]

Comment on the following statements drawing from your experience as a Change Agent.

- (a) Playing the role of a listener in a self-disclosure interaction places a big responsibility on the individual concerned. [10 marks]
- (b) How you disclose your feelings and opinions and how you receive another's disclosure can encourage or discourage the whole process.
- (c) All beliefs, attitudes and values are learned from the people we live or associate with and for that reason they can be modified. [10 marks]
- (d) Conflict is part and parcel of all interpersonal interactions and is therefore inevitable.

[10 marks]

SECTION B

Answer two questions from this section.

QUESTION 2

- i) Discuss two ways in which self-disclosure may be risky for the disclosing individual. [10 marks]
- ii) The style of presentation and/or reception during disclosure must be given as much attention as the content itself.

Discuss the statement above giving two points about how the disclosing party must present his/her case and two points about how the listener may receive the information. [20 marks]

QUESTION 3

Discuss three social norms that you have found to be counter productive in your work as a change agent and explain why/how they are counter productive. [30 marks]

QUESTION 4

- i) Why is it important for people who interact in a dyadic situation to have a “silent agreement” about who will control the relationship. [10 marks]
- ii) The physical environment in which an interaction takes place has an impact on who dominates the situation at any given time. Explain how this happens. [10 marks]
- iii) Explain how proximity can influence the degree of attraction between two individuals. [10 marks]

QUESTION 5

“The main characteristic of interpersonal communication is that it affords “equal opportunity for interacting parties to influence each other”. Explain how this is relevant to you as a change agent.