

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF EDUCATION**  
**DEPARTMENT OF ADULT EDUCATION**  
**PART TIME CERTIFICATE IN ADULT EDUCATION YEAR II**

**FINAL EXAMINATION PAPER MAY, 2010**

**TITLE OF PAPER: EDUCATIONAL COMMUNICATION**

**COURSE CODE: CAE 204**

**TIME ALLOWED: THREE (3) HOURS**

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS**

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

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS**

**Question 1**

Discuss why you think this course is important to you by outlining the important items and how they affect you.

[25 Marks]

**Question 2**

Identify and discuss two (2) types of interviews. What factors must the interviewer and interviewee consider for the interview to be a success?

[25 Marks]

**Question 3**

Explain the following mediums of communication and show their importance to human communication:

- i. Radio
- ii. Television
- iii. Newspapers
- iv. Cell phone
- v. Internet

[25 Marks]

**Question 4**

With the aid of examples, briefly discuss the following terms:

- i. Communication
- ii. Dyadic communication
- iii. Small group communication
- iv. Public communication
- v. Mass communication

[25 Marks]

**Question 5**

- i. Explain what is "Team Briefing"
- ii. Where and when is team briefing used?
- iii. Give two advantages of team briefing
- iv. Give two disadvantages of team briefing

[25 Marks]

**Question 6**

As a trained counselor for your organization, an individual who is on the verge of committing suicide has approached you for counseling (you do not know yet that he/she wants to end her/his life).

- i. Discuss the steps you will take in the counseling session
- ii. Explain how you will pry for information from the client
- iii. Explain how you will end the counseling session.

[25 Marks]

**Question 7**

As a manager in your organization, briefly explain the following while providing relevant examples:

- i. Leadership skills
- ii. Communication skills
- iii. Problem solving
- iv. Decision making

[25 Marks]