

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

FINAL EXAMINATION PAPER DECEMBER, 2010

TITLE OF PAPER: EDUCATIONAL COMMUNICATION

COURSE CODE: CAE 214

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

In a meeting, the chairman plays many roles. Discuss what the chairperson needs to do before, during and after a meeting.

[25 Marks]

Question 2

List and explain five (5) qualities of an effective counsellor and show how each quality helps to enhance the interaction between the counsellor and his/her client.

[25 Marks]

Question 3

- i. Explain the importance of using visuals for rural populations
- ii. List and discuss four (4) visual aids you can use in a public communication in a rural setting.

[25 Marks]

Question 4

Why do you think listening is an important element in the communication process? (10) Give one example of what would happen when listening is defective (5), and two examples showing good listening skills (10)

[25 Marks]

Question 5

Explain whether you as a change agent would use television to disseminate information among income generating groups in Swaziland. If not, discuss the medium you would use instead and justify why.

[25 Marks]

Question 6

The venue of an interview has influence on the outcome of the session. Describe five (5) requirements the venue has to satisfy to have a positive influence on outcome of the interview session.

[25 Marks]

Question 7

- i. List and discuss five (5) steps you as a manager can take in a *problem solving* situation (10)
- ii. List and explain three methods you can use in problem solving (15)

[25 Marks]

Question 8

- i. Explain with examples, the four (4) window panes of the Johari Window (20)
- ii. Discuss the importance of the Johari Window in group dynamics (5)

[25 Marks]