UNIVERSITY OF SWAZILAND

BACHELOR OF EDUCATION.(ADULT EDUCATION) YEAR FOUR

FINAL EXAMINATION PAPER, MAY 2013

TITLE OF PAPER   :   INTERPERSONAL COMMUNICATION

COURSE CODE   :   IDE-BAE 416

TIME ALLOWED   :   THREE (3) HOURS

INSTRUCTIONS :   1.   ANSWER <u>ALL</u> QUESTIONS IN SECTIONA.

                       2.   ANSWER TWO QUESTIONS IN SECTION B.

DO NOT OPEN THIS PAPER UNTIL THE INVIGILATOR HAS GRANTED PERMISSION.

SECTION A

This Section is compulsory.

QUESTION 1

As a change Agent you assume different roles in the group you facilitate.

Describe two roles you play in your group and for each role state clearly the trait you need to have (and the reason) to make sure that the particular role you describe is fulfilled.

(40)

SECTION B

QUESTION 2

People tend to associate with individuals who are like themselves and avoid those who hold opposing views.

Considering your role as a Change Agent, discuss three ways in which you can use the above-mentioned fact to influence the behaviour of your target group.   (30)

QUESTION 3

A Change Agent who comes to work in a new area must first take some time studying the way things are done and how people communicate in that area.

Drawing from your experience as a Change Agent discuss this statement and give three reasons why it is necessary for a Change Agent to do as stated in the statement above.

(30)

QUESTION 4

i) Explain clearly why some scholars argue that conflict is not always negative and there are situations where it is desirable to have conflict.

Describe such a situation and clarify with an example.   (10)

ii) Give two clear reasons why you as a Change Agent need to be conscious of the fact that conflict is a latent factor whenever two individuals interact and even more so among members of a group. (20)

QUESTION 5

The world has become a "global village" where we no longer have to cross national boundaries to experience different cultures.

State and discuss three cultural norms/or beliefs you have had to deal with as a Change Agent. (30)

QUESTION 6

When introducing an innovation to a community, the Change Agent has to ensure that the message helps to integrate rather than divide the community.

Discuss three ways in which you can achieve the above stated effect/result. (30)