

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

FINAL EXAMINATION PAPER DECEMBER, 2013

TITLE OF PAPER: EDUCATIONAL COMMUNICATION

COURSE CODE: CAE 214

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: ANSWER QUESTION 1 AND ANY OTHER THREE QUESTIONS

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

INSTRUCTIONS: ANSWER QUESTION 1

Question 1

- 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 solving a problem when individuals in an organisation demand higher pay (15)

[25 Marks]

ANSWER ANY 3 QUESTIONS

Question 2

- i. Explain what "Team Briefing" is (5)
- ii. Discuss why team briefing is conducted in organisations (5)
- iii. Citing your own organisation or workplace, create a scenario where team briefing will be conducted to address a particular task or objective (15)

[25 Marks]

Question 3

- i. Explain the importance of using visuals in communication initiatives for rural populations. (5)
- ii. List and discuss four (4) visual aids you can use in a public communication in a rural setting. (15)

[25 Marks]

Question 4

Discuss with at least 5 examples how one can utilise the Internet as a means of educational communication

[25 Marks]

Question 5

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 6

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]