

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
2014/2015 EXAMINATION QUESTION PAPER: MAIN

TITLE OF PAPER: INTERPERSONAL COMMUNICATION II

COURSE CODE: IDE-BAE 416

TIME ALLOWED: 3 HOURS

INSTRUCTIONS:

Answer **THREE (3)** questions.

Question one (1) is **COMPULSORY**.

Spelling and grammar will count in grading.

Use your own examples to illustrate your answer(s).

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

QUESTION 1 (COMPULSORY)

- a) Lera Boroditsky (2008) poses the question, do languages shape the way we think? With the aid of examples explain whether or not the argument holds for people who speak SiSwati.

(20 Marks)

- b) You have been granted a scholarship to further your studies in the United States of America, explain any four ways through which you would minimise interpersonal conflict with the people you are likely to come to contact with in that country.

(20 Marks)

QUESTION 2

- a) You are faced with a situation where there is a conflict within the group that you are working with to bring about development. Explain step by step how you would resolve the conflict. Concrete examples should be used to support your answer.

(20 Marks)

- b) Some scholars argue that conflict is not always negative. Explain this statement giving examples to support your answer.

(10 Marks)

QUESTION 3

With the aid of a diagram, select any innovation of your choice and explain the diffusion process.

(30 Marks)

QUESTION 4

Describe any three different interpersonal situations you have experienced and which have caused you to adapt your behaviour to varying contexts of your interaction. Explain clearly why you had to adapt.

(30 Marks)

QUESTION 5

- a) It is argued that as a change agent your role is to influence the people in such a way that they change their beliefs and attitudes which in turn change their behaviour. Discuss this statement illustrating your answer with examples.

(10 Marks)

- b) State and explain any two cultural norms that you have had to deal with as a change agent in your work place.

(10 Marks)

- c) Explain how these norms have influenced your interaction with people?

(10 Marks)

QUESTION 6

Write some notes on the following, giving real scenarios to support your answer:

- a) Trust in interpersonal relationships
- b) Social belonging
- c) Ethnocentrism

(30 Marks)