

UNIVERSITY OF SWAZILAND
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
2016/2017 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)

As a SiSwati language speaker, does your mother tongue shape the way you think? Discuss, illustrating your answer with examples.

(20 Marks)

You have been granted a scholarship to further your studies in the United Kingdom. Explain any four ways through which you would minimise interpersonal conflict with the people you are likely to come into contact with in that country.

(20 Marks)

QUESTION 2

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

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

QUESTION 3

Define diffusion of innovation.

(5 Marks)

Using an innovation of your choice, explain how you would ensure that your target audience embraces an innovation that you want to introduce in a given community.

(25 Marks)

QUESTION 4

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

Discuss the following in relation to interpersonal communication. Support your answer by giving examples.

- a) Trust
- b) Social belonging
- c) Power struggle
- d) Avoidance
- e) Sub-culture

(30 Marks)