

**UNIVERSITY OF ESWATINI**  
**FACULTY OF EDUCATION**

**DEPARTMENT OF ADULT EDUCATION**  
**CERTIFICATE IN ADULT EDUCATION**

**FINAL EXAMINATION PAPER MAY 2019**

**TITLE OF PAPER: EDUCATIONAL COMMUNICATION**

**COURSE CODE: AED 104**

**TIME ALLOWED: THREE (3) HOURS**

**INSTRUCTIONS: ANSWER FOUR QUESTIONS. SECTION A IS  
COMPULSORY.**

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

# **INSTRUCTIONS: ANSWER FOUR QUESTIONS. SECTION A IS COMPULSORY.**

## **SECTION A – ANSWER ALL QUESTIONS**

**Question 1:** Use examples to define the following terms as used in educational communication:

- a) Dyadic communication
- b) Counselling
- c) Empathy
- d) Panel discussion
- e) Intrapersonal communication.

(15 marks)

## **SECTION B – ANSWER ANY TWO QUESTIONS**

### **Question 2:**

Discuss any five actions/points that would assist you to establish rapport in an interview process. Give examples to support your answer. (10 marks)

### **Question 3:**

Discuss any five ways you could use to develop trust in small group communication. (10 marks)

### **Question 4:**

Use examples to discuss any five points a group leader in a group communication can use to assist group members through the initial stage of group communication. (10 marks)

### **Question 5**

Use examples to discuss any five indicators of the 'cohesiveness' or 'togetherness' stage in small group dyadic communication. (10 marks)

## **SECTION C – ANSWER ONE QUESTION**

### **Question 6**

Discuss four skills that a counsellor should demonstrate for effective counselling on a one-on-one session. (15 marks)

### **Question 7**

Use any form of media, except face to face communication, to illustrate how you would plan, conduct and sustain excitement in a small group discussion. (15marks).