

UNIVERSITY OF ESWATINI
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
MAIN EXAMINATION PAPER, MAY 2019
DIPLOMA IN ADULT EDUCATION LEVEL 1

TITLE OF PAPER: ORGANIZATIONAL AND HUMAN COMMUNICATION.

COURSE CODE: AED 112

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS

YOU MUST ANSWER QUESTION ONE AND ANY OTHER TWO (2) QUESTIONS
OF YOUR CHOICE

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

QUESTION 1

Explain five (5) ways of how Africans communicated in Pre-colonial era, drawing examples from Eswatini. **(50 marks)**

QUESTION 2

Define a group. Explain the four (4) stages that most groups experience during the group formation process. Use relevant organisational examples to support your answer.

(25 marks)

QUESTION 3

Discuss three (3) organisational leadership styles; their characteristics and when each of those can be adopted in organisations. Use relevant examples from your workplace.

(25 marks)

QUESTION 4

Describe five (5) strategies for dealing with organisational conflict and support your answer with examples. **(25 marks)**