

UNIVERSITY OF ESWATINI
DEPARTMENT OF ADULT EDUCATION
PART-TIME DIPLOMA IN ADULT EDUCATION YEAR 1

MAIN EXAMINATION, DECEMBER 2018

TITLE OF PAPER : COMMUNICATION AND HUMAN RELATIONS
COURSE CODE : AED123
TIME ALLOWED : THREE (3) HOURS
INSTRUCTIONS : 1. SECTION A IS COMPULSORY
2. ANSWER TWO QUESTIONS IN SECTION B

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

SECTION A

ANSWER ALL QUESTIONS IN THIS SECTION

QUESTION 1

Discuss any three principles of communication and demonstrate how you can use them to enhance understanding between you and your target audience.

[30 Marks]

QUESTION 2

In the job that you do, why is it important to understand culture and context in which a communication encounter occurs?

[30 Marks]

SECTION B

ANSWER TWO (2) QUESTIONS IN THIS SECTION

QUESTION 3

Write short notes on the following terms/phrases used in communication:

- i) Noise.
- ii) Two-way flow of communication.
- iii) Triangle of Meaning.
- iv) Channel.

[20 Marks]

QUESTION 4 (Choose Either A or B)

A.

What is non-verbal communication?

[5 Marks]

Choose any three (3) **functions** of nonverbal communication and show how these can help you communicate effectively.

[15 Marks]

OR

B.

What is non-verbal communication?

[5 Marks]

Identify and explain three (3) **kinds** of non-verbal communication.

[3 x 5 = 15]

QUESTION 5

Using relevant examples, describe perception as a process of **selecting, organizing and interpreting** information.

[20 Marks]