

**UNIVERSITY OF ESWATINI  
FACULTY OF EDUCATION**

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

**FINAL EXAMINATION PAPER: AUGUST 2020**

**TITLE OF PAPER: EDUCATIONAL COMMUNICATION**

**COURSE CODE: AED 104**

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

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS**

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

**INSTRUCTIONS: ANSWER ANY FOUR QUESTIONS**

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

- a) Dyadic communication
  - b) Counselling
  - c) Journalistic interview
  - d) Empathy
  - e) Panel discussion
- (15 marks)

**Question 2.** Use examples to explain five points you would consider when asking an interviewee questions during an interview session. (15 marks)

**Question 3.** Use examples to explain any three guidelines for setting goals for a counselling session with a client. (15 marks)

**Question 4.** Use examples to discuss any three counselling skills needed by a counsellor for an effective counselling session. (15 marks)

**Question 5.** Discuss any five common feelings that characterize the transition stage in small group communication. (15 marks)

**Question 6.** Use examples to explain any five points to consider when planning for a meeting. (15 marks)