

**UNIVERSITY OF ESWATINI**  
**FACULTY OF EDUCATION**  
**DEPARTMENT OF ADULT EDUCATION**  
**MAIN EXAMINATION PAPER, 23 APRIL 2021**  
**CERTIFICATE IN ADULT EDUCATION LEVEL 1**

**TITLE OF PAPER:** INTRODUCTION TO COMMUNICATION

**COURSE CODE:** AED 107

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

**INSTRUCTIONS:** ANSWER ANY FOUR (4) QUESTIONS

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

### QUESTION 1

Describe the following concepts with real life examples

1. Communication (5 marks)
2. Traditional communication (5 marks)
3. Verbal/oral communication (5 marks)
4. Written communication (5 marks)
5. Non-verbal communication (5 marks)

### QUESTION 2

Define the following terms and support your answers with real life examples

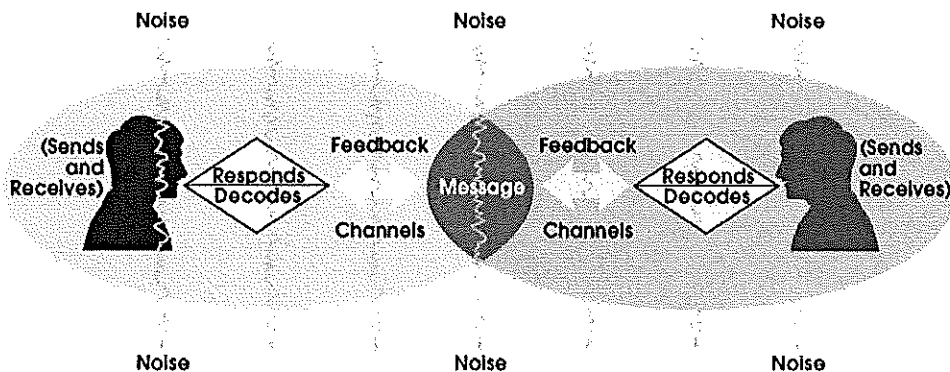
1. Perceptual barriers (5 marks)
2. Language barriers (5 marks)
3. Physical barriers (5 marks)
4. Physiological barriers (5 marks)
5. Psychological barriers (5 marks)

### QUESTION 3

1. Define a distortion in communication in your own words (5 marks)
2. Identify any two factors that distort communication in your organisation (10 marks)
3. Discuss two strategies that you have learned from this course that you would apply to prevent distortion in your organisational communication (10 marks)

### QUESTION 4

Interpret what is happening in the image attached with relevant examples (25 marks)



## QUESTION 5

Effective communication takes into consideration the 7Cs of communication. What is your position on this statement? Based on your response, identify any **five (5)** Cs of communication and explain how you apply them in your day to day communication activities. **(25 marks)**