

**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF HUMAN SCIENCES**

**DEPARTMENT OF EDUCATION AND LANGUAGES**

<b>QUALIFICATION:</b> VARIOUS	
<b>QUALIFICATION CODE:</b> VARIOUS	<b>LEVEL:</b> 6
<b>COURSE CODE:</b> PCO 611S	<b>COURSE NAME:</b> PROFESSIONAL COMMUNICATION
<b>SESSION:</b> JUNE 2019	<b>PAPER:</b> THEORY
<b>DURATION:</b> 3 HOURS	<b>MARKS:</b> 100

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Ms E. /Ucham Ms J. Eiseb
<b>MODERATOR:</b>	Ms I Bezuidenhout

<b>INSTRUCTIONS</b>
1. Answer ALL the questions. 2. Write clearly and neatly. 3. Number the answers clearly.

**PERMISSIBLE MATERIALS**

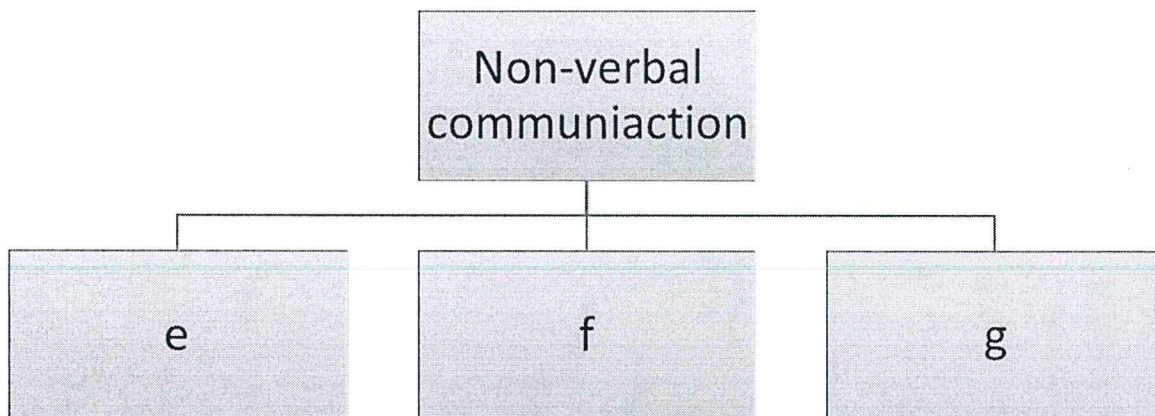
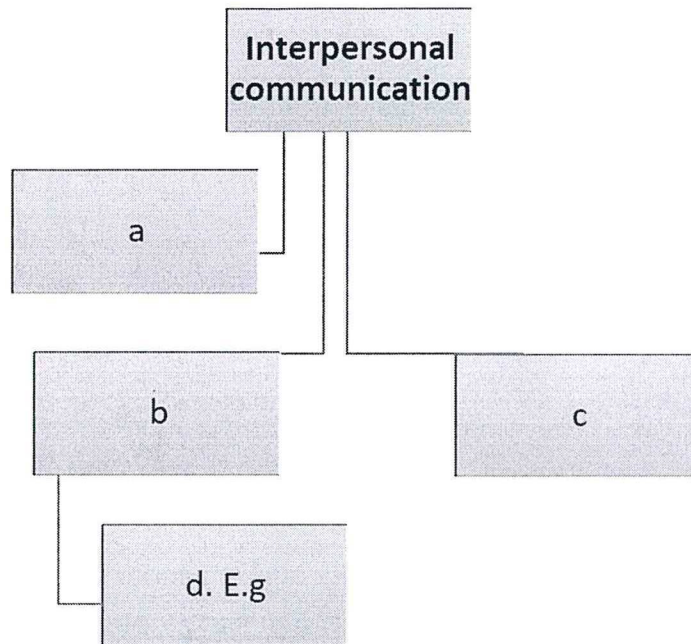
1. Examination paper
2. Examination script

**THIS QUESTION PAPER CONSISTS OF 5 PAGES (Including this front page)**

**Question 1**

**[23]**

1.1 Complete the two diagrams on the different types of interpersonal communication by only writing the letter and the answer. (7)



1.2 The father of proxemics, which is the study of personal space, cultural researcher Edward T. Hall, claimed that people typically have up to four zones of comfort. Name and briefly describe the four zones of space. (4+4=8)

1.3 Acoustic semiology refers to para-linguistics, fillers, sounds, music and silence. List the four types of para-linguistics which refers to a person's voice. (4)

1.4 Name the following descriptions of Keirsesey’s four temperaments. (4)

A. They speak mostly of what they hope for and imagine might be possible for people, and they want to act in good conscience, always trying to reach their goals without compromising their personal code of ethics.

B. They speak mostly of what new problems intrigue them and what new solutions they envision, and always pragmatic, they act as efficiently as possible to achieve their objectives, ignoring arbitrary rules and conventions if need be.

C. They speak mostly about what they see right in front of them, about what they can get their hands on, and they will do whatever works, whatever gives them a quick, effective payoff, even if they have to bend the rules.

D. They speak mostly of their duties and responsibilities, of what they can keep an eye on and take good care of, and they're careful to obey the laws, follow the rules, and respect the rights of others.

**Question 2** [20]

2.1 The table on fallacies is incomplete. Complete the table by writing only the missing information in the answer sheet. (10)

Fallacy	Definition	Example
0. Appeal to Pity	When the arguer tries to get people to accept a conclusion by making them feel sorry for someone.	I know the exam is graded based on performance, but you should give me an A. My cat has been sick, my car broke down and I’ve had a cold, so it was really hard for me to study.
Hasty generalizations	a)	b)
c)	The conclusion is based on an argument that the origins of a person, idea, institute, or theory determine its character, nature or worth.	d)
e)	f)	Giving money to charity is the right thing to do. So charities have a right to our money.
False dichotomy	g)	h)
i)	j)	“Guns are like hammers—they’re both tools with metal parts that could be used to kill someone. And yet it would be ridiculous to restrict the purchase of hammers—so restrictions on purchasing guns are equally ridiculous.”



2.2 Read George’s review of a meeting he had attended below. Read and write what should have happened to have an effective meeting. In your answer refer to the content in the given scenario below and the notes on conducting effective meetings. (10)

George Thomas, 25 Years in Sales management in Technology Industry  
Answered Jun 4, 2018

One of the examples is a quarterly review meeting. The attendees were the Regional Directors and cross functional heads, headed by the VP. The presentations ran out of time, and some of us at the end had only a few minutes to present our business review. There was a scribe who volunteered, but the minutes of the meeting came out very sketchy. The first presenter added unnecessary content which did not form part of the agenda. The chairperson, who was not paying much attention, allowed it to continue which wasted time. Some people had their own conversations making it quite difficult to follow the presentations. There were some decisions taken, but it was more like a voice vote, and alternate options were ignored. There was no ownership or tracking of action items discussed in the meeting. Considering the time and travel expenses involved, it was definitely not the most productive.

[Adapted from <https://www.quora.com/What-are-some-examples-of-bad-meetings-you-attended-in-your-company-What-went-wrong-How-would-you-change-them>]

**Question 3**

**[21]**

Analyse the following email and answer the questions that follow:

The screenshot shows a webmail interface in Google Chrome. The address bar shows the URL <https://webmail.nust.na/owa/projection.aspx>. The email header shows it was sent to Eiseb, Juliet Magdalene (EDL). The subject line is "The struggle is real". The body of the email reads: "HI THERE 😊", "Thx for raeding my emial. I was wundering if u have any job openings right know.", "I clipped my CV on this emial. I hope u get it ok.", "THANK U!", and "Take care, Rosa Belcher". The interface includes a rich text editor at the bottom with various formatting options and a Windows taskbar at the very bottom showing the time as 1:27 PM on 4/2/2019.

3.1 From your knowledge of emoji's and emoticons, comment on the use of the 'wink' emoji in this email. (2x2=4)

3.2 There is a set way to operate in an online environment. Comment on the use of the following in the email. (6)

(i) humour

(ii) language use/ punctuation

3.3 It is important to use correct English grammar in a virtual environment since an email can be sent to a very wide audience. Identify the grammatical mistakes and rewrite the email correctly, starting from the subject line. (11)

**Question 4**

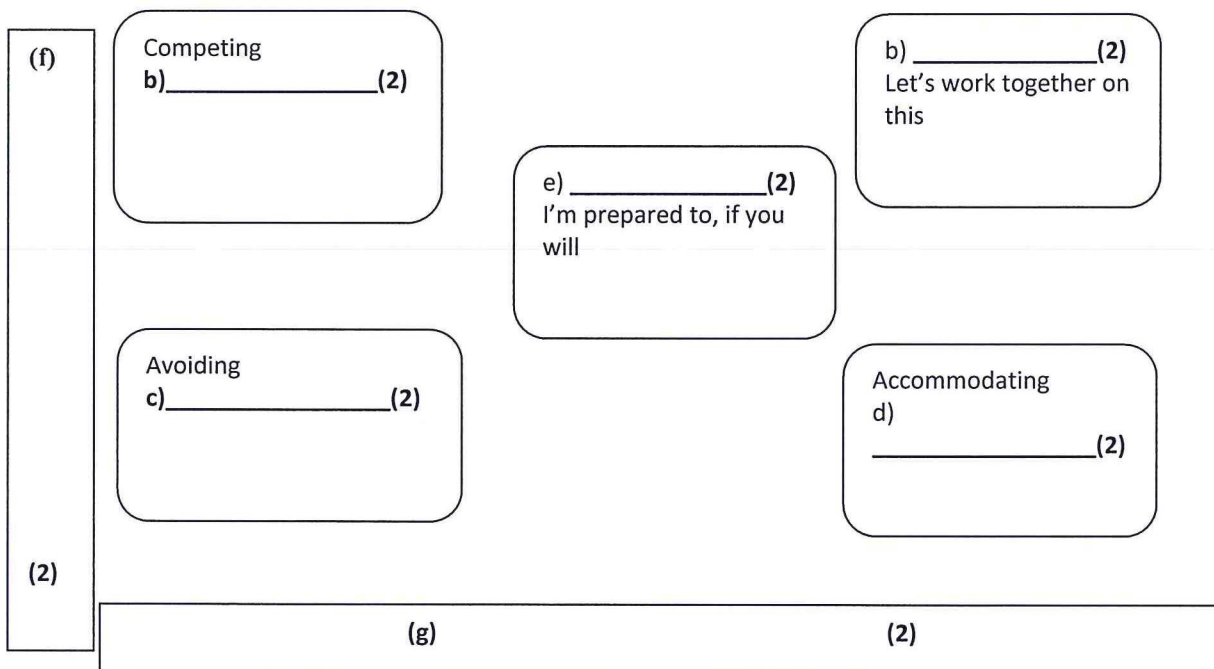
[11 x 2=22]

Create only the *personal information* section of your CV.

**Question 5**

[14]

The Thomas-Kilmann Conflict Mode Instrument (TKI) assesses an individual's behaviour in conflict situations. In conflict situations, a person's behaviour can be described along two basic dimensions. Complete the diagram below by filling in the missing information. Be it a name or a brief explanatory sentence.



**END OF QUESTION PAPER**