

**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF EDUCATION AND LANGUAGES

QUALIFICATION: VARIOUS	
QUALIFICATION CODE: VARIOUS	LEVEL: 6
COURSE CODE: PCO 611S	COURSE NAME: PROFESSIONAL COMMUNICATION
SESSION: JULY 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY / SECOND OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	Ms E. /Ucham Ms J. Eiseb
MODERATOR:	Ms I. Bezuidenhout

INSTRUCTIONS
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 6 PAGES (Including this front page)

Question 1

[23]

1.1 Using Lasswell’s communication model, create a fictional act of communication in which a manager communicates with his employees in a business set up. Remember your communication must answer all the pertinent questions according to Lasswell. (10)

1.2 Name and explain three aspects of para-linguistics, except for intensity. (3x3=9)

1.3 Below are four scenarios displaying the four different types of responses to listening. Read and name each type of listening response. (4)

A. Karungi: According to African societal stereotypes, I was a young girl who had no business being in a relationship at my age, and therefore I believed saying anything would do more harm than good, so I chose to drench myself in depression.

Counsellor: So what you are saying is that because of your age you did not feel free to share what was happening in the relationship. This led to you becoming emotionally ill?

.....

B. Karungi: Those who speak up risk being doubted, punished or get victim-shamed from society.

Counsellor: How did this keep you from getting help?

.....

C. Karungi: This year, my team and I are launching a community-based organization called Roaring Doves, a digital and offline community where female survivors of GBV can fearlessly R.I.S.E together.

Counsellor: I think there are many other such sites. I found that it is best to share your story with someone who can help you rather than just to write a blog. If you have suffered abuse like I have, you need professional help. That is what had saved me.

.....

D. Karungi: I had only disclosed my ordeal to a few of my closest friends, since I was afraid of speaking out.

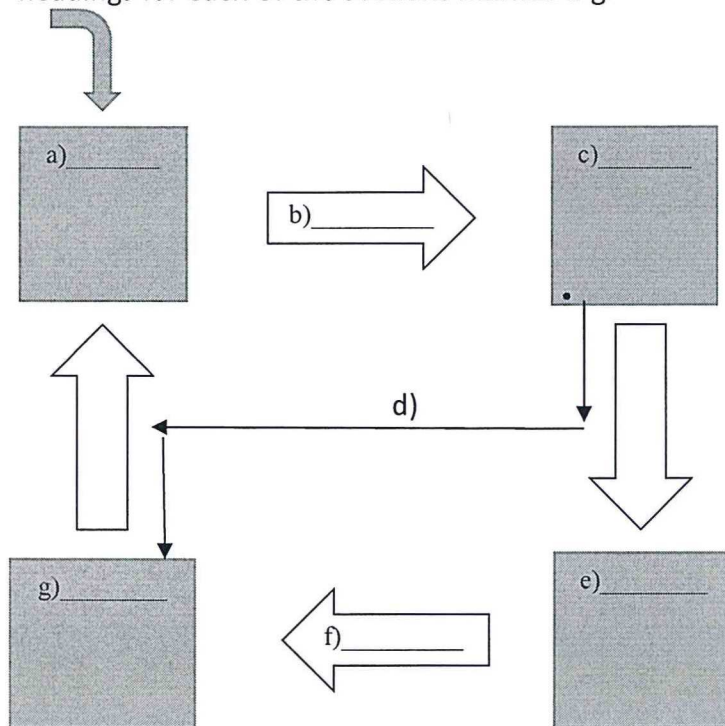
Counsellor: Well you know I think you should have trusted someone earlier and demanded help to get away from the abuse.

.....

Question 2

[17]

2.1 Complete the Deardoff Process Model of intercultural communication. Fill in the main headings for each of the sections marked a-g. (7)



2.2 There are two common approaches to intercultural communication. The discourse approach refers to how communication occurs within professional contexts between people of different discourses. Secondly, there is the context approach that refers to communication between and within a variety of interconnected contexts. Name the five interconnected contexts and list one fact about each. (5 +5 =10)

Question 3

[28]

3.1 Examine the following picture of a meeting.

3.1.1 What are the nine key elements to consider when organising an effecting meeting? (9)

3.1.2 List a fact for each of the nine elements to conduct an effective meeting (9)



[<https://waynedlund.org/how-to-lead-a-bad-meeting/>]

3.2 The table on meeting terminologies is incomplete. Complete the table by writing only the missing information in the answer sheet. (10)

Term	Definition
Opposer	1.
2.	Providing advice or suggestion, not taking action
3.	To pass an item back for further consideration
Guillotine	4.
Standing order	5.
6.	A schedule of items drawn up for discussion at a meeting
7.	The name given to a submitted item for discussion (usually written) before a meeting takes place
8. Eject	8.
Articles of Association	9.
10.	To call a meeting

Question 4

[12]

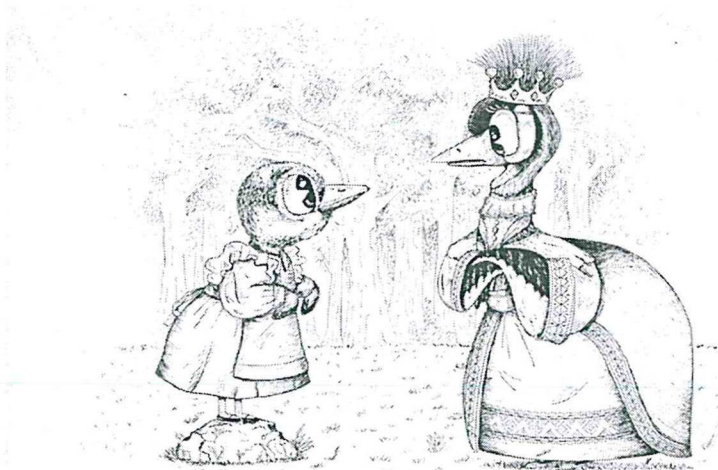
The following pictures are examples of fallacies. Answer the following questions with regard to each picture (10)

- 4.1 (i) identify the fallacy (1)
(ii) define the fallacy (2)
(iii) With reference to the picture, who performs the fallacy and why? (2)



<https://www.pinterest.com/pin/349099408597639176/>

- 4.2 (i) identify the fallacy (1)
 (ii) define the fallacy (2)
 (iii) With reference to the picture, who performs the fallacy and why? (2)



THE QUEEN TOLD THE CURIOUS LITTLE CRANE THAT SHE COULD HAVE JAM EVERY OTHER DAY, BUT NEVER TODAY, SINCE TODAY WAS NOT ANY OTHER DAY.

<https://bookofbadarguments.com/>

- 4.3 State whether the following syllogisms are valid or invalid: (2)
- 4.3.1 All snakes are cold-blooded
 All snails are cold-blooded.
 All snails are snakes.
- 4.3.2 All humans are selfish.
 Confucius is a human.
 Confucius is selfish.

Question 5**[20]**

Read the text and answer the questions that follow:

Mr Brutus and Mr Shaka work for a transport company called *The King*. Their day to day work involves loading goods onto trucks, transporting them to designated destinations and offloading the goods. Mr Shaka has silently observed that he actually does most of the hard labour of loading and offloading because Mr Brutus always just stands next to the truck and takes count of the goods that are being loaded. This has resulted in the customers complaining because goods are not delivered on time, because they often only receive their goods the following day. Mr Shaka mentioned his unhappiness, in passing, to Mr Mvelase, a colleague that works as an office administrator. He told him how he has developed a constant back-ache because he does all the work and that he thinks Brutus is lazy. After two weeks, Mr Mvelase asked him if he had addressed the issue with Mr Brutus, but he responded that it would lead to an argument which he would rather avoid. Without telling Mr Shaka, Mr Mvelase decided to speak to Mr Brutus about the situation. Mr Brutus laughed and informed him that he thought Mr Shaka was just hard-working and he did not want to discourage him. Henceforth, Brutus does not speak to Shaka because he feels Shaka reported him but does his part of loading and offloading quietly.

5.1 Identify and name five (5) negative effects of conflict in the workplace as described in the scenario above. (10)

5.2 Conflict has five stages. Evaluate the scenario above according to the five stages of conflict. (10)

END OF QUESTION PAPER