

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF COMMUNICATION

QUALIFICATION: BACHELOR OF ENGLISH AND LINGUISTICS		
QUALIFICATION CODE: 07BENL	LEVEL: 5	
COURSE CODE: ICC511S	COURSE NAME: INTERCULTURAL COMMUNICATION	
SESSION: JUNE 2022	PAPER: (PAPER 1)	
DURATION: 2 HOURS	MARKS: 100	

SECOND OPPORTUNITY EXAMINATION PAPER				
EXAMINER(S)	DR M. MHENE			
	MS N. NANGOMBE			
MODERATOR:	DR N. MPOFU			

INSTRUCTIONS			
1.	Answer TWO questions.		
2.	Read all the questions carefully before answering.		
3.	Number the answers clearly		
4.	Your essay must not be more than 600 words		

THIS QUESTION PAPER CONSISTS OF 2_PAGES (Including this front page)

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Answer two questions

Question 1 (25 marks)

"Cultural identity has a very large effect on intercultural communication. It is very important because it deals with one's self-concept as a member of a particular cultural group and one's interpretation of the world". Discuss the following concepts in light of the quotation above:

- (i) The nature of identity
- (ii) The formation of cultural identity
- (iii) Pathways to identity

Question 2 (25 marks)

Culture shock is an inevitably stressful and disorienting experience. Write an essay with special consideration of the following:

- (i)definition of culture shock;
- (ii)underlying factors;
- (iii)the stages of intercultural adjustment;
- (iv)managing culture shock effectively.

Question 3 (25 marks)

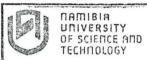
Providing real-life examples, discuss how an intercultural communicator can contribute to helping in intercultural conflict situations at the workplace.

Question 4 (25 marks)

On an everyday intercultural communication level we need to develop a keen mindfulness of eight guidelines or principles. Describe the eight principles or guidelines and how they help people to develop a keen sense of adaptability in any intercultural related process.

END OF PAPER





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