NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF HUMAN SCIENCES

DEPARTMENT OF EDUCATION AND LANGUAGES

COURSE CODE: PCO611S	**COURSE NAME:** PROFESSIONAL COMMUNICATION
DATE: JANUARY 2019	**MODE:** ONLINE
DURATION: 3 HOURS	**MARKS:** 100

SECOND OPPORTUNITY/SUPPLEMENTARY EXAMINATION QUESTION PAPER	
EXAMINERS:	Ms E. /Ucham Ms J. Eiseb
MODERATOR:	Ms Y. Lyamine

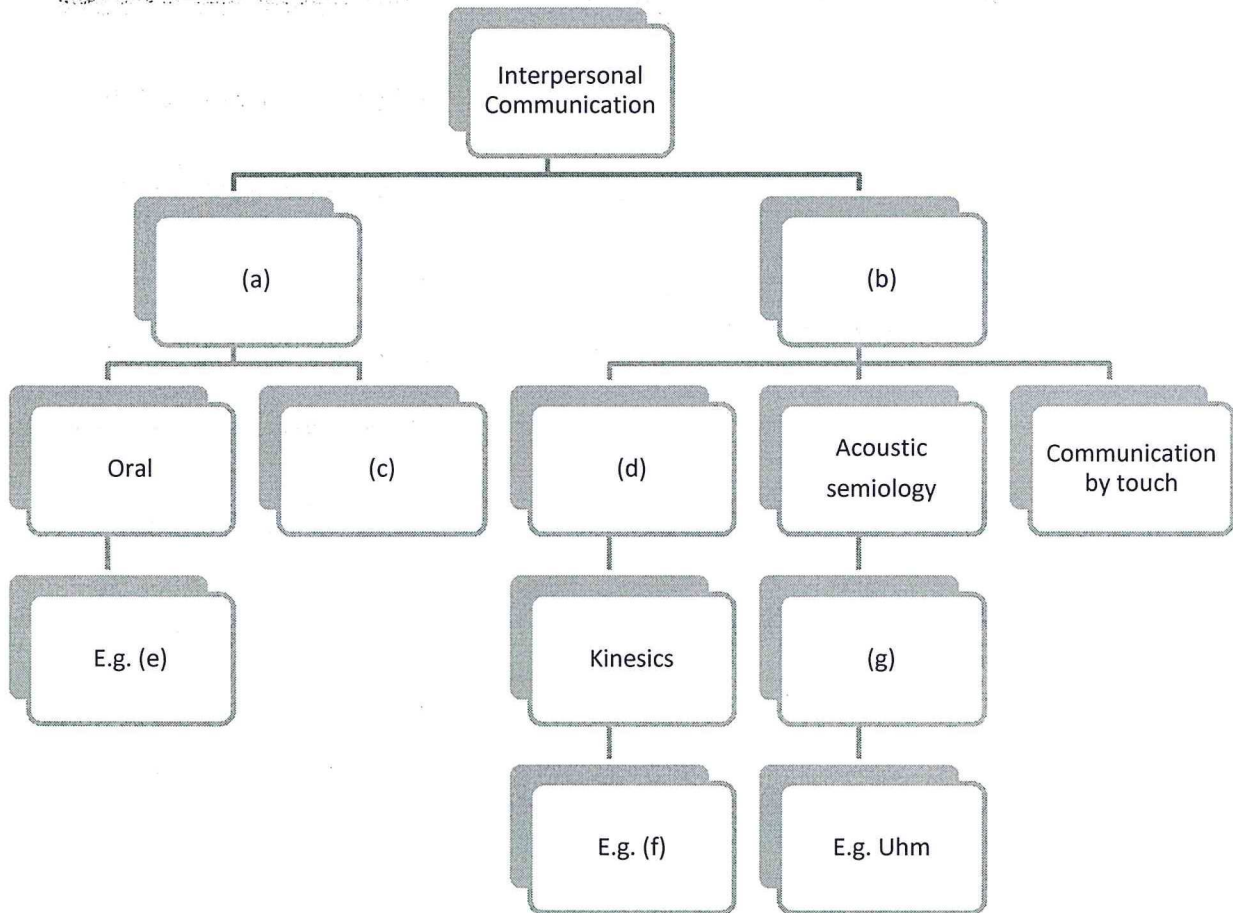| INSTRUCTIONS |
|---|
| 1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly. |

PERMISSIBLE MATERIALS

1. Examination paper
2. Examination script

THIS QUESTION PAPER CONSISTS OF 4 PAGES (INCLUDING THIS FRONT PAGE)

Question 1 [24]

1.1 Below is an illustration of the different types of communication. Write the letter e.g. (a) and the missing descriptors to complete the illustration (7x2 =14)

```
                    Interpersonal
                    Communication
                          |
          ┌───────────────┴───────────────┐
        (a)                               (b)
          |                                 |
    ┌─────┴─────┐          ┌────────────────┼────────────────┐
  Oral        (c)        (d)          Acoustic         Communication
    |                      |          semiology          by touch
 E.g. (e)              Kinesics          (g)
                          |               |
                       E.g. (f)        E.g. Uhm
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1.2 List the four types of zones of space. (4)

1.3 There are three (3) types of listening. Answer the questions below related to listening:

(2x3=6)

i)   Identify one type of listening. (2)
ii)   List the purpose of the type of listening identified in (i). (2)
iii)   State one (1) way how to use the type of listening identified in (i). (2)

Question 2 [20]

2.1 Identify the fallacies defined below: (6)

(a)   A conclusion that assumes that if 'A' occurred after 'B' then 'B' must have caused 'A' (2)
(b)   An attack on the character of the person rather than his arguments. (2)
(c)   During an argument, the arguer goes off topic, raising a side issue that distracts the (2)

audience from what is really at stake.

2.2 Create your own examples for the fallacies identified in 2.1. (2X3=6)

2.3 State whether the following syllogisms are valid or invalid: (2)

(a) All snakes are cold-blooded

All snails are cold-blooded.

All snails are snakes.

(b) All humans are selfish.

Confucius is a human.

Confucius is selfish.

2.2 Match the following meeting terminologies with the correct definitions. (E.g. 1 b). (6)

Terminology	Definition
1. Casting vote	a. set of rules governing activities of voluntary bodies
2. Advisory	b. to drop a motion which has no support
3. Articles of Association	C. to introduce a paper or schedule for noting
4. Constitution	d. A chairperson may use it to reach a decision, if votes are equally divided.
5. Table	e. rules required by company law which govern a company's activities
6. Shelve	f. providing advice or suggestions, not taking action

Question 3 [20]

3.1 Find and correct the spelling and grammatical mistakes (10). Rewrite the paragraph and underline your corrections. (10)

The main categories of business communication is critical for performing basic operation and for effective running and managing an business. Without effective communication proceses and tools, operating a business would be inherently difficult. The business world are highly competitive, and most companies stay on the cut edge of communication technology to ensure that they are recieving and delivering clear massages both internally and externally, to their audiance or customers.

3.2 Imagine that you are approached by a government school that wants to incorporate technology in their day-to-day running. Recommend 5 crucial types of electronic media and provide examples on how they can be used in the school, bearing in mind the circumstances in government schools. (2x5=10)

Question 4 [5x2=10]

Name and discuss ANY five (5) barriers to effective intercultural communication.

Question 5 [26]

5.1 Name and create your own examples for each type of conflict in the workplace (5x2=10)

5.2 Explain the concept of collective bargaining as a conflict resolution strategy. (2)

5.3 The Thomas-Kilmann Conflict Mode Instrument (TKI) assesses an individual's behaviour in conflict situations—that is, situations in which the concerns of two people appear to be incompatible. In conflict situations, we can describe a person's behaviour along two basic dimensions. Fill in the two dimensions as well as the conflict modes on the sketch provided below. Write the letter and the mode/dimension. E.g. (a)_____ (14)

(f)

(a) _____
I am not prepared to change my position
My view is clearly the right one
I know best, do as you are told

(b) _____
Let's work together on this
Let's find some common ground
My position is..., what's yours?
How can we solve this?

(e)_____
Let's find a quick solution
Split the difference
Meet half way
I'm prepared to, if you will

(c) _____
I'd prefer not to discuss it.
That's outside my brief.
I don't want to talk about it.
Whatever you want.

(d)_____
I concede that point.
I agree with you there
I'm prepared to accept that
What's your preferred outcome?

(g)

END OF QUESTION PAPER