



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HUMANITIES, TECHNICAL AND VOCATIONAL TRAINING

DEPARTMENT OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: VARIOUS	
QUALIFICATION CODE: VARIOUS	LEVEL: 6
COURSE CODE: PCO611S	COURSE NAME: PROFESSIONAL COMMUNICATION
SESSION: JULY 2022	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY / SECOND OPPORTUNITY QUESTION PAPER	
EXAMINER(S)	Ms E. #Gawas
MODERATOR:	Ms J. Mungenga

INSTRUCTIONS
<ol style="list-style-type: none">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**[16]**

Read the workplace scenario below and answer the questions that follow.

On a Sunday evening, after getting off the phone with a customer, the manager of a catering restaurant sends a WhatsApp message to his kitchen staff. He apologises for texting so late but however requests them to come in early on Monday because the 10h00 tea break they had to cater for has been changed to a full breakfast at 08h00. He assures them that they can arrange amongst themselves and take a longer lunch break or leave an hour early. The eager staff agree to come to work early and cater a successful breakfast for their very satisfied customer.

1.1 There are benefits of good communication skills in the workplace. List five benefits and identify a relating example from the scenario above. (2x5=10)

1.2 a) Categorize the manager, in the above scenario, according to Keirsey's Temperaments and b) cite two reasons from the text, why you have placed him in the identified category. (2x3=6)

Question 2**[17]**

2.1 Match the barriers to effective intercultural communication in column A with their correct description in column B. Only write the correct letter next to the number, e.g. 1.B (10)

Column A	Column B
1. Prejudice	A. I do not understand how the Oshiwambo people eat all those disgusting foods.
2. Stereotype	B. The attacks on foreigners in a South Africa.
3. Ethnocentrism	C. Women are an unnecessary expense to the company because they take maternity leave.
4. Xenophobia	D. I cannot be on a team project with a white employee. Reassign me.
5. Intercultural Apprehension	E. . Should the company really employ a Damara when they struggle so much with alcohol consumption?

2.2 Explain five strategies that can be applied in the local workplace to alleviate the barriers in 2.1. (7)

[20]

[5x2=10]

Question 3

3.1 Identify a suitable type of meeting for the following scenarios:

3.1.1 You need to hold a meeting to decide whether the company will give employees a salary increase or not.

3.1.2 You need to hold a meeting in which you encourage staff to participate in the organization's team-building campaign.

3.1.3 You are an advertising agency and you need to have a meeting to decide on what sort of campaign you need to launch a new fast-food outlet.

3.1.4 Your company has offices across SADC and you need to urgently meet with the branch managers of the whole region.

3.1.5 You need to meet with a government representative to discuss a tender document.

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

Term	Definition
1. _____	One who speaks against a motion
Advisory	2. _____
Refer back	3. _____
4. _____	To cut short a debate – usually in Parliament
5. _____	Rules of procedure governing public sector meetings
Agenda	6. _____
Proposal	7. _____
8. _____	Remove someone (by force if necessary) from a meeting
9. _____	The rules required by Company law which govern a company's activities
Convene	10. _____

Question 4

[15]

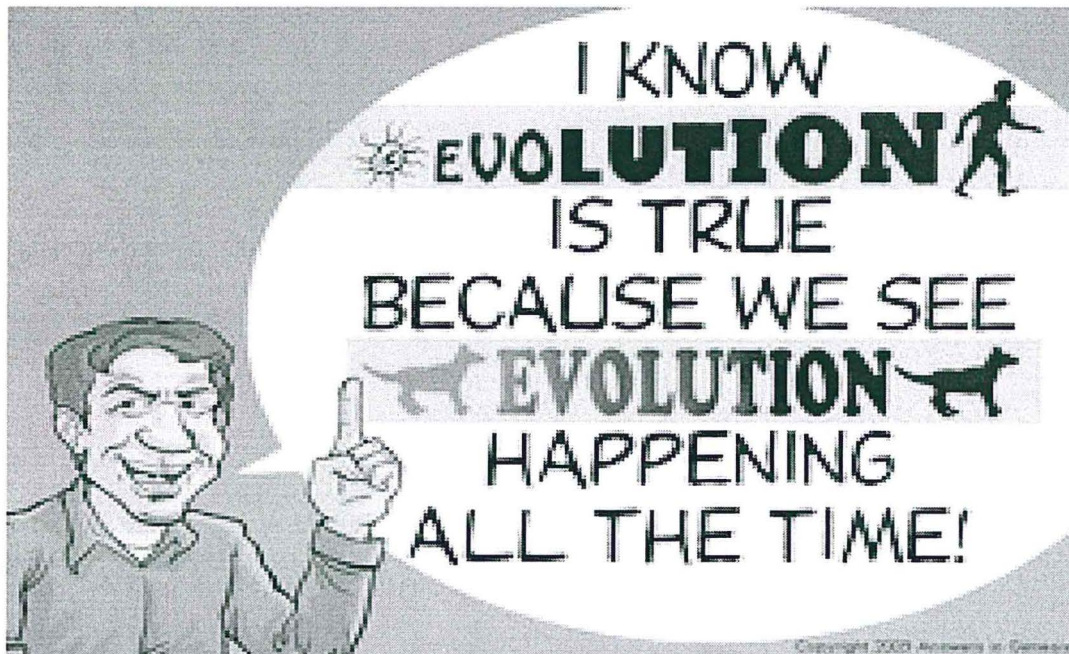
The following pictures are examples of fallacies. Answer the following questions with regard to each picture

(2x5=10)
(3x5=15)



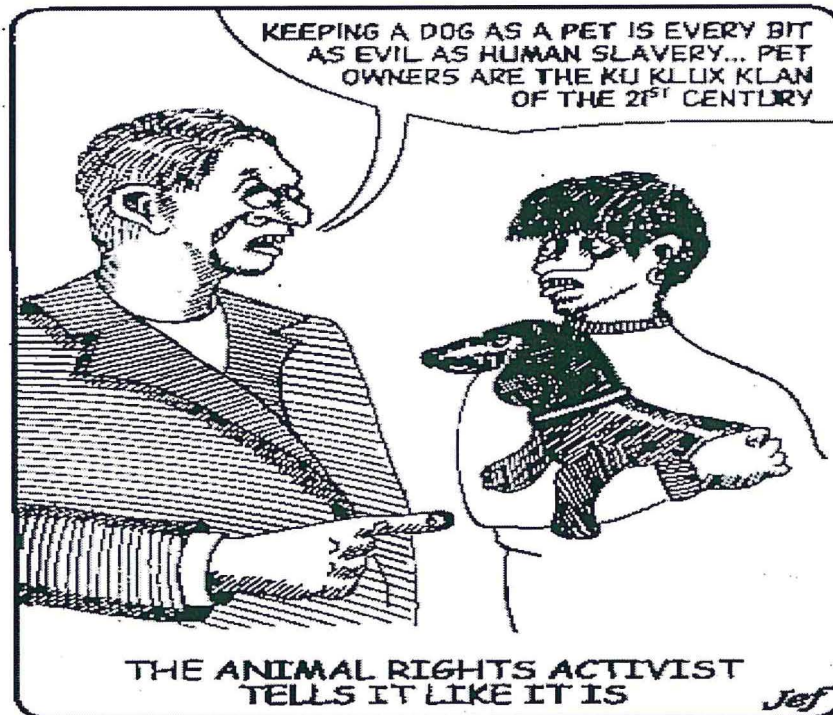
<https://www.developgoodhabits.com/bandwagon-fallacy-examples/>

- 4.1 (i) name the fallacy represented in the poster (1)
- ii) explain why it is a fallacy (2)
- (iii) explain the message or intent of the advert/ poster (2)



<https://answersingenesis.org/logic/the-fallacy-of-.../>

- 4.2 (i) name the fallacy represented in the poster (1)
 ii) explain why it is a fallacy (2)
 (iii) explain the message or intent of the advert/ poster (2)



<https://www.skepticsfieldguide.net/2012/04/...html>

- 4.3 (i) name the fallacy represented in the poster (1)
 ii) explain why it is a fallacy (2)
 (iii) explain the message or intent of the advert/ poster (2)

Question 5

[16]

5.1 Read the following scenarios and identify the type of digital literacy skill that is required for each task. (6x2=12)

5.1.1 You are designing a poster for the company. To save time you have decided to use a previous poster, making a few changes to create a new poster.

5.1.2 You are busy preparing a brochure which the Board of Directors need for their next meeting. You don't have much time and access multiple sites simultaneously.

5.1.3 You are not really familiar with a new software and rely heavily on the pictures to

guide you how to use the software.

5.1.4 Gaming has become an interesting high profitable career. These people need to think quickly and access and work with high volumes of information to ensure their success.

5.1.5 Bullying is real! The effects can be catastrophic. Online users must know how to protect themselves in online environments.

5.1.6 At the early days of Wikipedia, many scholars refused their students to use the platform. It is important to evaluate online content before you use it.

5.2 Provide four reasons why it is important to use correct English according to your study notes. (4)

Question 6 [16]

Read the following scenario and answer the questions that follow:

Julia and Jenette are co-workers at a retail store. Together, they have been given 50 T-shirts to sell to customers. If they sell all 50 shirts by the deadline, they will both get a commission/bonus. If not, neither will get a bonus. Every time Julia sees Jenette, she is talking with people instead of focusing on selling the shirts. Every time Jenette starts a conversation with a prospective customer, Julia comes and tries to get Jenette to move faster. There are only a few hours left before the deadline, and both are frustrated when they stop at the coffee shop in the food court for a break. When Julia does the same after their break, Jenette who is fuming confronts her in front of the customer.

Adapted from: <https://slideplayer.com/slide/12249893/>

6.1 a) Identify and b) explain from the scenario, the five stages of conflict. (9)

6.2 Explain four negative effects of conflict on the retail shop in the scenario above. (7)

END OF QUESTION PAPER