

**BOTSWANA OPEN UNIVERSITY****DIPLOMA IN INTEGRATED EARLY CHILDHOOD DEVELOPMENT****PAPER NAME: COMMUNICATION SKILLS IN TEACHING****PAPER CODE: CST 111****YEAR 1****SESSIONAL EXAMINATION****100 MARKS****Instructions**

This examination consists of three (3) sections A, B and C

Answer questions according to instructions give each section.

Write in good grammatical English

Section	Possible Marks	Learner Marks
A – Structured Items	20	
B – Case Study	20	
C - Essays	60	
Total	100	

This question paper has **four (4)** printed pages including the cover.

**SECTION A: STRUCTURED ITEMS****(20marks)****Instruction: Answer all questions in this section**

1. Discuss two (2) examples of non-verbal communication **(4 marks)**
2. List two (2) barriers of communication **(2 marks)**
3. Differentiate between **manuscript presentation** and **memorized presentation** **(4 marks)**
4. State any two (2) techniques that you can use to confront conflict at work **(2 marks)**
5. What is negative climate **(2 marks)**
6. State four (4) types of presentations ✓ **(4 marks)**
7. Explain what a good intercultural communicator is **(2 marks)**

SECTION B**CASE STUDY****(20 marks)****Instruction: Read the case study below and answer the questions that follow**

At Whispers of Love Pre School, teacher Lorato is newly appointed into the school. The teacher is an old veteran and has been poached from a better performing school. The other teachers tend to reject teacher Lorato's expertise, they do not consult her on things they are not sure about concerning the curriculum. They object to whatever she advises. Teacher Lorato's pupils are performing much better than pupils who are taught by the other teachers. Now all parents want their children to be taught by teacher Lorato only.



Questions

- ✓ 1. Give the term used to describe the above disagreement/disharmony among the teachers (1 mark)
2. Outline any three (3) measures that can be used to resolve this disagreement in the school (3 marks)
3. What could be the root causes of the above disagreement? State any two (2 marks)
4. Discuss three (3) drawbacks of the conflict amongst the staff in the school (6 marks)
5. List four (4) benefits of conflict (4 marks)
6. Mention any two (2) characteristics of a good listener (4 marks)

**SECTION C****ESSAY QUESTIONS****(60marks)****Instructions: Answer the two (2) essay questions below****Question 1**

Discuss four (4) advantages and four (4) disadvantages or drawbacks of technological communication in teaching. **(30 marks)**

Question 2

Discuss any six (6) ways in which distance learning course is a blessing to you **(30 marks)**

Mark Allocation:**Introduction – 3marks****Content - 24marks****Conclusion – 3marks**