



BOCODOL

BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING

DIPLOMA IN INTEGRATED EARLY CHILDHOOD DEVELOPMENT

COMMUNICATION AND STUDY SKILLS

COURSE CODE: CST 111

YEAR 1

SESSIONAL EXAMINATION 2016

2016

100 MARKS.

Duration: 3 hours

Instructions to candidates:

1. This examination consists of **three (3)** sections: **A, B and C**.
2. Answers questions according to instructions given in each section.
3. Write in grammatical English
4. Use **black or blue** pen only

Section	Possible Marks	Learner Marks
A – Structured Items	40	
B – Case Study	20	
C – Choice Essays	40	
Total	100	

This marking guide has 5 printed pages including the cover page

SECTION A

Structured items

(40marks)

Instructions: Answer all questions in this section.

1. Explain the following terms:

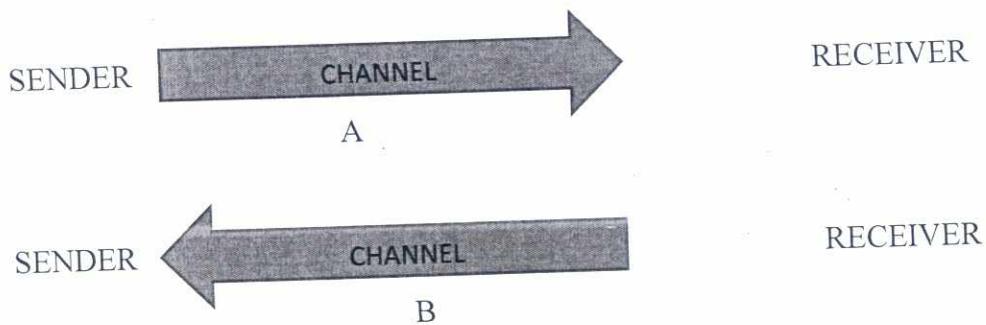
(6 marks)

(a) Communication

(b) Listening

(c) Intercultural communication

2. Study the following diagram and answer the questions that follow



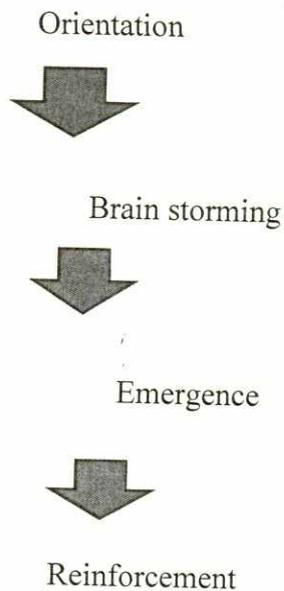
(a) What is A in the diagram? Discuss what it is and its importance in the diagram (4marks)

(b) What is B in the diagram? Discuss what it is and its importance in the diagram (4marks)

3. State any three (3) examples of forms of non-verbal communication used in preschools (3 marks)

4. State any two (2) types of meetings that can be held in a setting (4 marks)

5. Give any three (3) techniques that can be used to manage conflict in the work place (3 marks)
6. The following is a process used in team building. Look at it and answer questions that follow:



- (a) Explain what happens at the orientation stage, giving examples (2 marks)
7. List and explain any two (2) interpersonal skills of a pre- school teacher (6 marks)
8. List any two (2) examples of technological communication (2 marks)
9. Suggest any two (2) disadvantages of using technology as a way of communicating (4 marks)
10. Outline any two (2) factors that influence emotions in communication (2 marks)

SECTION B**CASE STUDY****20 MARKS**

Instructions: Read the case study below and answer the questions that follow

Mrs Smith gets in a hall full of kindergarten children, who have reported for school for the first time that year. She sits in the fore front of the class, before she orders the children to keep quiet. She shouts over the noise of some children crying, some running around the classroom, some pulling chairs. Mrs smith tries to shout even more and she starts to cough resulting in her voice turning squeaky and unable to be as loud as before. Wangu who is a new student in Gaborone comes from Tutume. It's her very first day at school. Her first language is Kalanga. She neither understands English or Setswana.

1. Explain the three (3) barriers of communication presented in the above scenario (6 marks)
2. Suggest any four (4) ways which would show that a teacher ensures effective communication in the classroom (8 marks)
3. Explain any three (3) things a teacher should do to certify that Wangu can understand and communicate with the rest of the class (6 marks)

SECTION C ESSAY

(40 MARKS)

Instruction

Choose and answer any two (2) essays in this section

Introduction: 2marks

Content: 16 marks

Conclusion: 2marks

Question 1

(20marks)

Use four (4) examples to explain the 'SCREAM' method of anger management

Question 2

(20marks)

Discuss any four (4) skills required by practitioners when communicating with special education students

Question 3

(20marks)

Explain any four (4) characteristics of an effective meeting