



**BOTSWANA COLLEGE OF DISTANCE AND OPEN LEARNING**

**DIPLOMA IN INTEGRATED EARLY CHILDHOOD DEVELOPMENT**

**COMMUNICATION AND STUDY SKILLS**

**COURSE CODE: CST 111**

**YEAR 1**

**SPECIAL EXAMINATION 2016**

**100 MARKS.**

**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

<b>Section</b>	<b>Possible Marks</b>	<b>Learner Marks</b>
<b>A – Structured Items</b>	<b>40</b>	
<b>B – Case Study</b>	<b>20</b>	
<b>C – Choice Essay</b>	<b>40</b>	
<b>Total</b>	<b>100</b>	

This examination has **4** printed pages including the cover page

**SECTION A****Structured items** (40marks)**Instructions:** Answer **all** questions in this section.

1. Describe the following terms as used in Early Childhood Education (9marks)
  - (a) Communication
  - (b) Intercultural communication
  - (c) Listening
  
2. Explain any two (2) ways in which teachers can promote positive climates for effective learning (4marks)
  
3. Distinguish between verbal and non-verbal communication (4marks)
  
4. State any three (3) examples of forms of non-verbal communication used in preschools (3 marks)
  
5. Explain the four (4) interpersonal skills listed below which are required by pre- school teachers. (8 marks)
  - Non-verbal communication
  - Listening skills
  - Negotiation
  - Decision-making
  
6. Explain any three (3) barriers of communication faced by the receive (6marks)
  
7. Explain the three (3) different ways to deliver a presentation listed below. (6marks)

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

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

Sandra and the teachers in Gotey Pre-school had a lot of problems. They did not produce good results because they spent a lot of time arguing and this ended up with a lot of disagreements. When the manager called them for a meeting, the meeting would end without any problems having been solved.

1. State any three (3) benefits of team work (6marks)
2. Explain any four (4) setbacks of teams (8marks)
3. Suggest any three (3) ways which would show that a teacher ensures effective communication in the classroom (6 marks)

## SECTION C ESSAY

**Instruction****Choose and answer any two (2) essays in this section (40 MARKS)***Introduction: 2marks**Content: 16 marks**Conclusion: 2marks***Question 1**

Explain any four (4) ways which characterize an effective meeting (20marks)

**Question 2**

Discuss the four (4) types of listening (20marks)

**Question 3**

Discuss, with relevant examples, four (4) ways in which team work helps in achieving objectives (20marks)