



AN ANALYSIS OF CONVERSATIONAL SKILLS AT THE UNIVERSITY OF BOTSWANA: A CASE OF FIRST YEAR STUDENTS

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Purpose

This study seeks to find out:

- The importance of conversational skills as perceived by students.
- The strategies that students use to promote conversational skills in small groups
- Whether students are able to transfer the skills that they use in small groups to whole class activities.

Introduction

Communication & Study Skills Mission

- To develop and offer courses that will assist to produce a self directed learner who would ultimately function effectively in society.

Vision

- Will become a key/leading enabler in the promotion of learners' academic, social and occupational needs.

Teaching & Learning Strategies

- Pair/group discussions
- Class discussions
 - o Role play
 - o Simulation
 - o Seminar/tutorial presentations

Methodology

- Observation
- Questionnaires
- Interviews

Findings

- Use of mother tongue
- Inadequate vocabulary
- Lack of confidence in using language
- Influence of traditional teaching learning strategies
- Lack of trust and rapport in whole class

Recommendations

- Students should be exposed to strategies that enhance conversational skills.
- Students should be given class tasks that develop interpersonal skills.
- Further studies – To find out if schools (primary and secondary) use methods of teaching and learning that develop the conversational skill in learners.
- Further studies – To investigate why some lecturers code switch during lectures.