

TEST 1

COMMUNICATION MANAGEMENT N4

QUESTION 1: BASIC COMMUNICATION PRINCIPLES

- 1.1 Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–J) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.1.1	Hesitation markers like um and ah used during communication	A	mass communication
1.1.2	Body movements like gestures, facial expressions and body posture	B	filler sounds
1.1.3	Distance of over three metres maintained between the sender and audience	C	noise
1.1.4	Umbrella term for communication barriers	D	kinesics
1.1.5	Minister of Health announces the Covid regulations on SABC 2	E	public zone

(5× 1) (5)

- 1.2 Listening is a skill one can learn and perfect to improve communication.

Distinguish between *attentive listening* and *critical listening*.

(2+2)

(4)

- 1.3 What are the elements of the communication process, list and explain them

(6)

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**Robert Newcomb, Marguerite
Sammons**



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Resources in Education ,1976 **Research in Education** ,1974 **Employee Communications in Action** Robert Newcomb,Marguerite Sammons,1961 *Current Index to Journals in Education* ,2000-10 Resources in Education ,1993
Work Related Abstracts ,1990 **Exceptional Child Education Resources** ,1996 **British Book News** British Council,1989 Includes no 53a British wartime books for young people Telecommunications Abstracts ,1987
CAD/CAM Abstracts ,1989 *Drum* ,1979 *Current Topics in Education* ,1972 **International Books in Print** ,1990 **The Environment Index** ,1986 **Adult Vocational ESL** Jo Ann Crandall,1979 **Government Reports Announcements & Index** ,1991 *African Books in Print* ,1978 *Pure and Applied Science Books, 1876-1982* ,1982
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