



(Source: <https://www.cartoonists.com/cartoonists/>)

- 1.1.1 Who is the sender of the message? (1)
 - 1.1.2 What is the message? (2)
 - 1.1.3 Name the communication category when the lady says: 'In closing: change is good!' **X** (1)
 - 1.1.4 Give a reason for the answer in QUESTION 1.1.3. (1)
 - 1.1.5 Name the communication category when the staff members think to themselves: 'Who's getting led off?' (1)
 - 1.1.6 Give a reason for the answer in QUESTION 1.1.5. (1)
 - 1.1.7 List FIVE attributes of a good listener. **X** (5)
- 1.2 Proxemics is the study of how people use the space around them to communicate. **X**

COMMUNICATION MANAGEMENT 104

Question 1

- 1.1.1.1 The lady
- 1.1.2 Change is good, change is inevitable, change is exciting
- 1.1.3 conclusion or closing statement
- 1.1.4 This statement is made to wrap up or summarise the main points of the communication and leave a lasting impression on the audience.
- 1.1.5
- 1.1.6
- 1.1.7

Sheet

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