

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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Abraham Lincoln



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Abraham Lincoln; complete works, comprising his speeches, letters, state papers, and miscellaneous writings Abraham Lincoln, 1894 **Complete works; comprising his speeches, letters, state papers, and miscellaneous writings** Abraham Lincoln, 1894 **Complete Works** Abraham Lincoln, 1894 Abraham Lincoln Abraham Lincoln, 1894 **Abraham Lincoln; Complete Works, Comprising His Speeches, State Papers, and Miscellaneous Writings** Abraham Lincoln, 1920 Frontispiece on v 1 portrait of v 2 facsimile Abraham Lincoln; Complete Works, Comprising His Speeches, Letters, State Papers, and Miscellaneous Writings Abraham Lincoln, 1922 **Papers by Command** Great Britain. Parliament. House of Commons, 1969 **Sessional Papers** Great Britain. Parliament. House of Commons, 1969 **British Documents on Foreign Affairs--reports and Papers from the Foreign Office Confidential Print: Lord Elgin's mission to China and Japan, 1857-1858** , 1994

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