

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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Arthur H. Bell,Dayle M. Smith



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UP TGT Commerce Previous Year Question Paper with Answer Dheeraj K. Singh, **Management Communication** Arthur H. Bell, Dayle M. Smith, 2009-12-30 Finally business professionals will be able to learn how to communicate effectively This book builds the essential writing speaking and listening skills needed to succeed An entire section is devoted to helping non native speakers of English in their efforts to produce readable well edited work It includes Communication Dilemmas boxes that pose interesting real life communication choices and challenges Six brief interviews with real communication experts are presented that explore a variety of different corporate environments New sections are also included on social networking communications and the electronic career search Business professionals will discover how to apply newly acquired communication skills throughout their careers **Letters on Brewing** ,1905 **Success with English Communication** Viviers,1992-12 *Printers' Ink; the ... Magazine of Advertising, Management and Sales* ,1909 **Index to the Parliamentary Papers of the Legislature of South Australia, from the Commencement of the Year 1857 (being the First Session of Parliament) to the End of the Special Session, 1881** South Australia. Parliament,1882 *The Correspondence of Lieut. Governor John Graves Simcoe* Ontario. Lieutenant Governor, 1791-1796 (John G. Simcoe), John Graves Simcoe,1924 Selections from the Letters, Despatches and Other State Papers Preserved in the Foreign Department of the Government of India, 1772-1785 Sir George Forrest,1890 **The Correspondence of Lieut** Ontario. Lieutenant-Governor (1791-1796 : Simcoe),1924 **Federal Register** ,2006-11 **The Management Communications Handbook** ,1985 Parliamentary Papers Great Britain. Parliament. House of Commons,1875 **The English Reports: Chancery (including collateral reports) (1557-1865)** ,1904 **Reports, Minutes, Papers and Miscellaneous Documents** Great Britain. Dominions Royal Commission,1915 **Proceedings of the Parliament of South Australia** South Australia. Parliament,1872 *Report Commonwealth Shipping Committee*,1913 **The Catalogue of the Public Library of Victoria** Public Library, Museums, and National Gallery (Vic.),1880 Journals and Printed Papers of the Federal Council of Australasia ,1888 Includes the Council s votes and proceedings proclamations bills acts etc **Journals of the House of Commons of the Dominion of Canada** Canada. Parliament. House of Commons,1883 *Catalogue of the Library of Congress* Library of Congress,1880

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