

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)

N4 Questions Of Business Communication

Brendan G. Carr



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