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	,04,	mass communication	
1.1.2	Body movements like gestures,	B	filler sounds	
	facial expressions and body posture	C	noise	
.1.3	Distance of over three metres maintained between the sender	D	kinesics	
	and audience	E	public zone	
1.1.4	Umbrella term for communication barriers			
1.5	Minister of Health announces the Covid regulations on SABC 2			

 $(5 \times 1) (5)$

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

Distinguish between attentive listening and critical listening. (2+2)

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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