# 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.

| used during communication  Body movements like gestures, facial expressions and body posture  Distance of over three metres maintained between the sender and audience  Umbrella term for communication barriers  Minister of Health announces the |      | COLUMN A  |        | COLUMN B      |
|--|------|---|--------|---------------|
| Fody movements like gestures, facial expressions and body posture  Distance of over three metres maintained between the sender and audience  Umbrella term for communication barriers  Minister of Health announces the                            | 11.1 |   | 75.000 |               |
| posture  Distance of over three metres maintained between the sender and audience Umbrella term for communication barriers  Minister of Health announces the   | 1.2  |   | В      | filler sounds |
| maintained between the sender and audience E public zone Umbrella term for communication barriers  Minister of Health announces the  |      |   | C      | noise         |
| and audience E public zone Umbrella term for communication barriers  Minister of Health announces the  | 1,3  |   | D      | kinesics      |
| barriers Minister of Health announces the  |      |   | E      | public zone   |
|  | 1.4  |   |        |               |
| Covid regulations on SABC 2  | 1.5  | Minister of Health announces the<br>Covid regulations on SABC 2 |        |               |
|  |      |   |        |               |
|  |      |   |        |               |
|  |      |   | 1      |               |

 $(5 \times 1) (5)$ 

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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