

**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)

# 2011 Memorandum Communication N4 Question Paper

**Katrin Zwirgmaier**



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