

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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Sabine Zange



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Table of Contents 2011 Memorandum Communication N4 Question Paper

1. Understanding the eBook 2011 Memorandum Communication N4 Question Paper
 - The Rise of Digital Reading 2011 Memorandum Communication N4 Question Paper
 - Advantages of eBooks Over Traditional Books
2. Identifying 2011 Memorandum Communication N4 Question Paper
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an 2011 Memorandum Communication N4 Question Paper
 - User-Friendly Interface
4. Exploring eBook Recommendations from 2011 Memorandum Communication N4 Question Paper
 - Personalized Recommendations
 - 2011 Memorandum Communication N4 Question Paper User Reviews and Ratings
 - 2011 Memorandum Communication N4 Question Paper and Bestseller Lists
5. Accessing 2011 Memorandum Communication N4 Question Paper Free and Paid eBooks
 - 2011 Memorandum Communication N4 Question Paper Public Domain eBooks
 - 2011 Memorandum Communication N4 Question Paper eBook Subscription Services
 - 2011 Memorandum Communication N4 Question Paper Budget-Friendly Options

6. Navigating 2011 Memorandum Communication N4 Question Paper eBook Formats
 - ePub, PDF, MOBI, and More
 - 2011 Memorandum Communication N4 Question Paper Compatibility with Devices
 - 2011 Memorandum Communication N4 Question Paper Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of 2011 Memorandum Communication N4 Question Paper
 - Highlighting and Note-Taking 2011 Memorandum Communication N4 Question Paper
 - Interactive Elements 2011 Memorandum Communication N4 Question Paper
8. Staying Engaged with 2011 Memorandum Communication N4 Question Paper
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers 2011 Memorandum Communication N4 Question Paper
9. Balancing eBooks and Physical Books 2011 Memorandum Communication N4 Question Paper
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection 2011 Memorandum Communication N4 Question Paper
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine 2011 Memorandum Communication N4 Question Paper
 - Setting Reading Goals 2011 Memorandum Communication N4 Question Paper
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of 2011 Memorandum Communication N4 Question Paper
 - Fact-Checking eBook Content of 2011 Memorandum Communication N4 Question Paper
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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