

**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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**Annelies Wilder-Smith**



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## **Table of Contents 2013 June Management Communication N4 Question Paper**

1. Understanding the eBook 2013 June Management Communication N4 Question Paper
  - The Rise of Digital Reading 2013 June Management Communication N4 Question Paper
  - Advantages of eBooks Over Traditional Books
2. Identifying 2013 June Management 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 2013 June Management Communication N4 Question Paper
  - User-Friendly Interface

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4. Exploring eBook Recommendations from 2013 June Management Communication N4 Question Paper
  - Personalized Recommendations
  - 2013 June Management Communication N4 Question Paper User Reviews and Ratings
  - 2013 June Management Communication N4 Question Paper and Bestseller Lists
5. Accessing 2013 June Management Communication N4 Question Paper Free and Paid eBooks
  - 2013 June Management Communication N4 Question Paper Public Domain eBooks
  - 2013 June Management Communication N4 Question Paper eBook Subscription Services
  - 2013 June Management Communication N4 Question Paper Budget-Friendly Options
6. Navigating 2013 June Management Communication N4 Question Paper eBook Formats
  - ePub, PDF, MOBI, and More
  - 2013 June Management Communication N4 Question Paper Compatibility with Devices
  - 2013 June Management Communication N4 Question Paper Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of 2013 June Management Communication N4 Question Paper
  - Highlighting and Note-Taking 2013 June Management Communication N4 Question Paper
  - Interactive Elements 2013 June Management Communication N4 Question Paper
8. Staying Engaged with 2013 June Management Communication N4 Question Paper
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers 2013 June Management Communication N4 Question Paper
9. Balancing eBooks and Physical Books 2013 June Management Communication N4 Question Paper
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection 2013 June Management Communication N4 Question Paper
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine 2013 June Management Communication N4 Question Paper
  - Setting Reading Goals 2013 June Management Communication N4 Question Paper
  - Carving Out Dedicated Reading Time

12. Sourcing Reliable Information of 2013 June Management Communication N4 Question Paper
  - Fact-Checking eBook Content of 2013 June Management 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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