

TEST 1

COMMUNICATION MANAGEMENT M4

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 (1.1.1–1.1.5) 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	kinetics
1.1.5	Minister of Health announces the Covid regulations on SAHC 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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Lingsheng Yao



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Table of Contents Personel Management N4 2013 Question Paper

1. Understanding the eBook Personel Management N4 2013 Question Paper
 - The Rise of Digital Reading Personel Management N4 2013 Question Paper
 - Advantages of eBooks Over Traditional Books
2. Identifying Personel Management N4 2013 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 Personel Management N4 2013 Question Paper
 - User-Friendly Interface
4. Exploring eBook Recommendations from Personel Management N4 2013 Question Paper

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

- Fact-Checking eBook Content of Personel Management N4 2013 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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