

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)

Communication Management Question Paper1 N4

Didier Musso



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IEEE International Engineering Management Conference ,1996 Telecommunications Abstracts ,1990
Managing Virtual Enterprises ,1996 Current Index to Journals in Education ,2000-10 **Media Review Digest C.**
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of the 4th International Workshop on Learning Software Organizations LSO 2002 was Balancing Agile Processes and Long
Term Learning in Software ganizations The LSOWorkshop series focuses on technical organizational and social solutions to
problems of learning from past experiences and codifying the resulting best
practicessotheycanbesystematicallyusedinsubsequentsoftwaredevelopmentefforts Through paper presentations panels and
discussions the workshop explored the issues of managing knowledge in dynamic domains requiring signi cant differences
betweenorganizationsandbetweenprojects Challengesdiscussedrangefromrealistic assumptions on the added documentation
burden LSO techniques may require to how effectively repositories have been used in the past to the team and social issues
involved in applying solutions created by others Experience based approaches were discussed extensively and some reports
of initial successes were given along with some instances where the experience base was underutilized Enabling
organizational learning involves more than repositories search engines and training At its core it involves creating new work
practices that value current practices while searching for improvements The issues involved are both technical and
behavioral aseffectivetechnologymayenticeutilization butexperiencehasshownthat other factors weigh in just as heavily There
are currently no profound or nal answers on these questions nor are they expected for some time to come if at all Hence the
need for continued research into these dif cult issues This workshop and others to follow hope to begin to shed light on the
issues so an effective and fruitful dialog can begin that can lead to signi cant contributions to the software engineering and
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