

## 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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**D Keegan**



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search Business professionals will discover how to apply newly acquired communication skills throughout their careers

*Reports, Minutes, Papers and Miscellaneous Documents* Great Britain. Dominions Royal Commission,1917

**Management Communication** Mary Munter,1990 What universities teach and the readings they assign for this subject

**Parliamentary Papers** Great Britain. Parliament. House of Commons,1914 *Practical Management Communication*

Vickie Johnson Stout,Edward A. Perkins,1987 *Tax Management Memorandum* ,1980 **CIM Coursebook 01/02**

**Management Information for Marketing Decisions** Graham Axelby,2013-10-28 Management Information for Marketing Decisions 2001 2002 is a specifically tailored coursebook for students undertaking the Management Information for Marketing Decisions module of the CIM Advanced Certificate Butterworth Heinemann have worked closely with the Education Division of the CIM to ensure that all aspects of the text are up to date and correspond to the CIM s requirements making this title the definitive companion to this year s course Its comprehensive content and user friendly text layout are designed to facilitate learning with questions activities definitions and study tips to support the theory while the structured study units link the information directly to the CIM syllabus The new edition of this text contains a firmly international perspective new material to cover e marketing issues the basic concepts of management information systems emerging accounting techniques and the application of market research a completely revised Continuous Assessment unit new and up to date examples and case studies to illustrate the theory additional text references and website references preparatory aids for the final exam including the most recent exam papers examiners marking schemes and specimen answers Comprehensive yet uniquely accessible it provides essential support for anyone undertaking a CIM course **Joint Volumes of Papers**

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