#### 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.

used during communication  Body movements like gestures, facial expressions and body posture  Distance of over three metres maintained between the sender and audience  Umbrella term for communication barriers  Minister of Health announces the		COLUMN A		COLUMN B
Fody movements like gestures, facial expressions and body posture  Distance of over three metres maintained between the sender and audience  Umbrella term for communication barriers  Minister of Health announces the	11.1		75.000	
posture  Distance of over three metres maintained between the sender and audience Umbrella term for communication barriers  Minister of Health announces the	1.2		В	filler sounds
maintained between the sender and audience E public zone Umbrella term for communication barriers  Minister of Health announces the			C	noise
and audience E public zone Umbrella term for communication barriers  Minister of Health announces the	1,3		D	kinesics
barriers Minister of Health announces the			E	public zone
	1.4			
Covid regulations on SABC 2	1.5	Minister of Health announces the Covid regulations on SABC 2		
			1	

 $(5 \times 1) (5)$ 

1.2 Listening is a skill one can learn and perfect to improve communication.

Distinguish between attentive listening and critical listening. (2+2)

1.3 What are the elements of the communication process, list and explain them (6)

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