

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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Raffaela Di Napoli



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