

## US 119472 Formative Assessment

### PERSONAL INFORMATION

Full name/s	Len Is Testing Document
Surname	Surname
Identity number	ID nr
Home language	Home Language
<b>Disability</b> <ul style="list-style-type: none"> <li>• None</li> <li>• Sight (even with glasses)</li> <li>• Hearing (even with a hearing aid)</li> <li>• Communication (talking, listening)</li> <li>• Physical (moving, standing, grasping)</li> <li>• Intellectual, retarding (difficulties in learning)</li> <li>• Emotional (behavioural or psychological)</li> <li>• Multiple</li> <li>• Disabled but unspecified</li> </ul>	Disability
<b>Equity:</b> <ul style="list-style-type: none"> <li>• Black: African</li> <li>• Black: Coloured</li> <li>• Black: Indian/Asian</li> <li>• White</li> </ul>	Equity
<b>Gender:</b> <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> </ul>	Gender
Postal Address of Candidate (Home)	PO BOX
Physical Address of Candidate (Home)	Home Address
Home telephone number	( Nr ) Nr
Cell number	Cell nr
Home e-mail Address	E-Mail

Name and Surname	Signature	ID	Date
<b>PRINT NAME AND SURNAME</b>	<b>SIGNATURE</b>	<b>ID NUMBER</b>	<b>DATE</b>

Learner's Declaration			
<p>I <b>Name and Surname</b> (Name and Surname) herewith declare that I am ready for the assessment, that we have reviewed the assessment preparation and plan, I understand the assessment process and I am happy that the assessment will be conducted in a fair manner.</p>			
<b>Learner Signature:</b>	<b>Date:</b>	<b>Facilitator Signature:</b>	<b>Date:</b>
Signature	Date		

**UNIT STANDARD NUMBER:** 119472  
**LEVEL ON THE NQF** : 3  
**CREDITS** : 5  
**FIELD** : Communication Studies and Language  
**SUB FIELD** : Language

***Answer the following question in the space provided below.***

**ACTIVITY 1**

Identify the ways to communicate business information. Then decide in what situation each particular communication form could best be used.

**Ways to communicate business information.**

Answer here

**What situation can the communication form could best be used**

Answer here

## ACTIVITY 2

Explain how an audience can affect your communication.

Answer here

### ACTIVITY 3

Take a moment to think about this. Do you agree that use of jargon outside of the group of people who understand it is not very polite?

Answer here

## ACTIVITY 4

Identify the appropriate form of communication in each of the situations below

Situation	Form of communication
You have to take time off work.	Answer here
Invite someone to the movies	Answer here
Invite your boss to dinner	Answer here
Cancel an insurance policy	Answer here
Request a meeting with your superior	Answer here
Send greetings to a friend	Answer here
Apply for a loan	Answer here

### ACTIVITY 5

**John and a few of his friends work for a huge multi-national company and are unhappy that the staff kitchen only provides tea and not coffee.**

**They decide to set up a meeting with the Financial Director and CEO, saying that they have a grievance and demand to be heard.**

*Let's say they had a legitimate complaint that needed to be addressed by these two individuals. What course of action should they take in order for their communication to succeed?*

Answer here

### ACTIVITY 6

- a) List the people with whom you communicate with on a regular basis.
- b) Do you communicate in exactly the same way with each of these people? Give reasons for this.

#### A. List of people

1	
2	
3	
4	
5	
6	

#### B.

Answer here



### ACTIVITY 7

- a) As you have already been told, you will need to do a presentation. What is it about doing a presentation that worries you the most?
- b) What should you do before a presentation to ensure that it is successful?

**A.** Answer here

**B.** Answer here

### ACTIVITY 7

You will no doubt have seen someone who is a good presenter. You may also have been part of an audience where someone made a poor presentation. Complete the table below by writing down those things that made for a poor or good presentation.

GOOD PRESENTATION	POOR PRESENTATION
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here
Answer here	Answer here

<b>ACTIVITY 9</b>
a) Explain how our expectations, knowledge and experience affect what we hear.

Answer here

### ACTIVITY 10

- a) Okay, so now you know how to present. But, how do you stop the nervousness that is part of doing such a presentation?
- b) What do you understand about BODY LANGUAGE? Give examples from your daily life.
- c) Give examples of cultural differences with regard to body language.
- d) List any other factor - other than the content of the speech - that you think will be important in making sure that your audience attends to what you are saying and feels at the end of your presentation that you have given a good presentation.

- a.** How do you stop the nervousness that is part of doing such a presentation?

Answer here

- b.** What do you understand about BODY LANGUAGE? Give examples from your daily life

Answer here

- c.** Give examples of cultural differences with regard to body language.

Answer here

- d.** List any other factor - other than the content of the speech - that you think will be important in making sure that your audience attends to what you are saying and feels at the end of your presentation that you have given a good presentation

Answer here

### **ACTIVITY 11**

You have been asked to address a group of young people who will be travelling overseas. They will all need to give a short presentation to people in the countries where they are going. What advice would you give them about making such presentations? Explain fully.

Answer here

### ACTIVITY 12

- a) HOW can the layout of tables and the venue will impact on what takes place in the meeting?

Answer here

### ACTIVITY 13

- 1) What is an agenda?
- 2) Do you agree that the layout of a venue can impact on a meeting? Support your response.
- 3) How would you suggest that one limits the length of a meeting?

1. Answer here

2. Answer here

3. Answer here

#### ACTIVITY 14

- a) The reasons why conflict might arise in a meeting are many and varied. List a few that you can think of...
- b) Suggest what you think should be included in minutes to make them “good” minutes.

a. Answer here

b. Answer here



## ACTIVITY 16

*At the labour centre, you notice that employee morale is low. You think that team building exercises, like going on a company trip, can help to solve this problem*

*Your colleague disagrees – he feels that team building exercises are useless and expensive and that employees should motivate themselves.*

*Your supervisor is willing to listen to both your arguments and take action accordingly. She provides you and your colleague with this proposition statement, “**Team Building Exercises improve employee morale and are thus beneficial to the organisation**”.*

- 1. Prepare an argument FOR team building exercises.*

*Hint – state why it is important; its benefits; how it impacts on employee morale; how it impacts on the employer and the workplace*

- 2. What possible arguments could your colleague use to disprove the proposition statement?*

1. Prepare an argument FOR team building exercises.

Answer here

2. What possible arguments could your colleague use to disprove the proposition statement?

Answer here

<b>Competent</b>	
------------------	--

<b>Not yet Competent</b>	
------------------------------	--

**Signatures:**

<b>Learner</b>	Signature	<b>Assessor</b>		
Date	Date	Date		
<b>Facilitator</b>		<b>Moderator</b>		
Date		Date		

**COMMENTS:**

---

---

---

---

---

---

---

---

---

---

---