## 119472 Knowledge questionnaire

1. What specific purposes do we have in mind when we communicate? Name 4. (4)
2. Describe what you do when you communicate. (8)
3. Give 6 examples of oral feedback or verbal responses. (6)
4. What is meant by the tone of your voice? (1)
5. Explain what the pitch of your voice means. (1)
6. Explain the difference between fact and opinion. (2)
7. Name 4 barriers to communication. (4)

**TOTAL: 26**