7790 FORMATIVE ACTIVITIES

### Formative assessment

#### Individual activities: Self-assessment

1. Describe the communication process

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1. What is meant by the following terms?

* Tone of voice
* Pitch of voice
* Pace of speech
* Volume of voice

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1. Describe Active Listening

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1. We make the following statement in the learner guide:

*When dealing with any listener it is important to adjust your own tone, pitch and volume of your voice to reply to both verbal and nonverbal messages in such a way so as not to offend the listener in any way.*

Why should you not offend a listener?

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1. Your facilitator will give you certain names to be searched for in the White and Yellow Directories. See how fast you can find these names!

How do you spell this name?

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| My Way | Correct Way |
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1. Practice telephone etiquette while holding a telephone in your hand. Pay specific attention to the following:

* Hold the telephone with your non-writing hand
* Hold the telephone 2.5 cm in front of your mouth
* Have a pen and paper ready so you can take notes
* Put a smile in your voice
* Do not shout into the phone or whisper so that the caller cannot hear you
* Greeting – company name – offer of assistance
* Find out why the caller is calling and take the appropriate cause of action timeously
* Acknowledge the caller’s request and take responsibility for actioning it
* Be friendly and polite and courteous at all times
* Use the caller’s name when possible
* End the conversation on a positive note

### Formative assessment

Write down what you believe would be the most professional way to answer the phone for each of the different situations.

Find out who is calling:

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Find out what the call is about:

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Put the caller on hold:

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Keep the caller on hold:

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Ask if you may take a message:

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Transfer a call:

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Say a colleague is not in the office:

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Say that your manager is out (out to lunch):

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Say someone is in a meeting:

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Say when the caller has been put through to the wrong extension:

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Say when someone is off ill:

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Say when your colleague is in the bathroom

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Explain that you don’t have the information the caller needs:

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Receive a personal call but cannot talk because of work pressure:

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Answer someone’s phone that keeps ringing:

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Are returning a call:

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In making a call, ask for a particular person by name:

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In making a call, not knowing the person’s name you want to speak to:

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Return the call

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Answering a colleague’s telephone

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Share your answers with your groups and make changes where necessary

See if you can unlock the following:

*Useful instructions on the imported Aiwa digital padlock. To unlock, “Please make sure whether all the ‘Press Button’ set up already. Press your secret number button. Push the slide button which is underneath this combination lock and press it down. Then it will be OK.” To lock, “Press down the curve. Just push up the back side button is OK.” - Financial Mail - 11 February 2000.*

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From this you can see how easily communication can go wrong. The above instructions are as clear as mud and don’t mean anything – be very careful when you use technical language and supply all relevant information. (Then you will be OK.)