**9960 FORMATIVE ASSESSMENT WORKBOOK**

**Formative assessment SO1 AC1-2**

***Group discussion and individual activity***

Discuss the following: In which group(s) would you place the following media of communication?

* A bus schedule.

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* Your company’s annual report.

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* A billboard along the road.

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* Orange cones in the road to redirect traffic at the scene of an accident.

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* A casual conversation with a friend.

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* A robot at an intersection.

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* Describe the communication process

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* What is meant by interpersonal communication?

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* Describe Active Listening

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* List five barriers to communication and explain why these are barriers to communication

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* List five things you can do to improve communication when you are the communicator.

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* List five things you can do to improve communication when you are the recipient of a communication.

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**Formative assessment: SO1 AC1-2**

***Group activity***

A client has sent an urgent request for a quote by fax. What is the appropriate method of communication by which to reply to the client?

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Your supervisor has sent you an e-mail requesting you to compile information about the availability and prices of certain types of bathroom taps. Which method of communication should you use to reply?

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The site manager has telephoned you to find out what the current stock levels of certain items are. Which method of communication should you use to reply?

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You have to place an order with a supplier for stock items that are running low. Which method of communication should you use to order?

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You have to advise the supervisor of the building team, Andrew Thaga, that the price of white wash basins has increased from R324 each to R360 each. Which method of communication should you use? Write the required document to Andrew Thage.

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Write an e-mail to Italian Taps to order 500 chrome bathroom taps, stock no GSX537A1 at R121 each, for delivery 10 days from today. A discount of 10% applies when 200 or more taps are ordered, while af further discount of 5% applies for an order of more than 450.

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One of your customers has requested a quote for 15 white Victorian hip baths for delivery 21 days from today. The request was faxed to your offices. The price for the baths is R3600 each, with a discount of 15% for an order of 10 or more. Unfortunately, you only have 8 in stock and new stock will only arrive in a month. Reply to your customer’s request in writing.

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To emphasise the importance of using the correct words and terminology, see if you can decipher these instructions:

Made in China

Product use information

1. Add water 400g on the product. about 4 hours it will grow up
2. one clear beauty satiety face will grow up
3. when the flower want to oxygen and nutrition I will help you to much

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**Formative assessment SO2 AC1-3**

***Group discussion and role play***

Change all the following closed questions into open ended questions that will encourage the receiver to provide feedback.

1 Do you understand?

2. Can you do that job?

3. Do you know anything about those files?

4. Have you thought about why you want to work with George?

5. Did you do that job for me?

6. Do you think that you are able to do this job?

7. Can you work without supervision?

8. Do you organise your time well?

9. Does handling conflict bother you?

10. Do you have a preference for that office?

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***Role play***

Four learners from each group take part in the role play. One learner is the supervisor, one learner is the stores clerk, while the other learners are team members.

The supervisor sends team member 1 outside to find out what the weather is like. On the team member’s return, the supervisor gathers information from team member 1 and then instructs team member 2 to order the following supplies from the store:

* 20 bags of cement
* 5 shovels
* 500 red bricks
* 200 white wall tiles
* 2 bathroom basins, one lilac and one forest green
* 20 brass garden taps

Team member 2 orders the supplies from the stores clerk. The stores clerk informs team member 2 that shovels are out of stock, there are only 15 brass garden taps, but he can supply chrome garden taps and that the bricks will only be delivered tomorrow.

Team member 2 reports back to the supervisor.

**Formative assessment SO3 AC 1-4**

***Group discussion***

* Why is direct eye contact important when you are talking to someone?

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* You must have watched an argument between two people. Describe their gestures while they were arguing.

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* Describe personal space

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* Give an example of how a non-verbal message reinforces a verbal message.

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* Give an example of how a non-verbal can accentuate a verbal message.
* We make the following statement in the learner guide: When dealing with any client 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 client in any way. Why should you not offend a client?

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* How would you handle conflict with a client?

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* How would you ensure that you have a clear grasp of what the client’s needs are so that you can address those specific needs and not waste time on irrelevant issues as this can further aggravate your client?

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* Give two examples of open questions
* What is a closed question?

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**Formative assessment SO3 AC1-4**

***Role play***

Three learners are involved in this activity. One is the customer, one is the sales assistant and one is the stores supervisor. The customer places an order with the sales assistant who has to take downall the details and check with the stores supervisor about the availability of stock.

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