



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



SUBJECT: COMMUNICATION N4

LEVEL: N4

MODULE/CHAPTER NO: REVISION PAPER 1

TOPIC

- Precis
- Fax
- Memorandum
- Notice and Agenda
- Letter of enquiry

N4 P1

BACKGROUND

You are Thandi Pule the Human Resource Officer for a large legal firm TGR Attorneys, situated in Gauting, 21 Gordons Avenue, Randburg, 0876.

The telephone and fax numbers are 0115655552 and 011 5662121, respectively. Part of your job responsibilities include recruitment, training and development of staff. At times you have also had to provide advice and assistance to your superiors, and naturally having good communication skills are essential.

QUESTION 1: PRECIS

You find an article online entitled 'Effective Communication'. You decide to share some of this valuable information with your colleagues in your morning briefing. Read the article (Addendum A) and write a precis of 100 words. Provide a new heading and include the number of words you have used.

[20]

QUESTION 2: MEMORANDUM

The response from your colleagues in the morning briefing was very positive. You decided that a workshop on proper communication skills is necessary, especially for junior staff.

Send a memorandum to all legal interns informing them of the workshop, which will take place in the company conference centre at 8:30 on 31 April 2020. In the memo, inform the interns that they will be addressed by well-known motivational speaker, Gcina Mofokeng. Also include five points on effective communication that Gcina will be addressing. A light lunch will be served and there will be a chance to speak to Gcina personally after the workshop. This is bound to be a productive day and staff participation is encouraged.

(Use Addendum B to complete this question)

[20]

QUESTION 3: FAX

Gcina Mofokeng has accepted your invitation to address your interns at the workshop. She also requests that a screen and loud speaker be made available for the day. She stipulates that her fee is R750 per hour and that she would like to promote her new book, **Information Technology** on the day of the workshop.
(Use Addendum C to complete this question.)

[15]

QUESTION 4: NOTICE AND AGENDA FOR A MONTHLY MEETING

TGR Attorneys hold their monthly meetings at the end of each month. Create the notice and agenda that Peter Sello, the chairperson, sends to all members.
The meeting will convene on 15 April at 15:00 in the company conference center. A matter arising is the workshop held on proper communication skills; feedback was given by Thandi Pule. The company legal seminar in Cape Town and staff policies will be discussed for the first time.
Write the notice and agenda using a friendly letter format.

[20]

QUESTION 5: LETTER OF ENQUIRY

As a Human Resource Officer, you are committed to training and skilling the staff in various business spheres.
You would like to send some of the staff on professional business training. You approach Imsimbi Training, a company situated in Gauteng. Write a letter of enquiry to this company, in which you ask whether they cover certain skills such as:

- Electronic filing
- Using office equipment with ease
- Telephone etiquette
- Planning and organizational skills.

You would also like to know if the training programme is accredited by the Services Seta. You also enquire about fees and whether they are BEE approved.

[25]

EFFECTIVE COMMUNICATION

It sounds so simple what you mean. But all too often, what we try to communicate gets lost in translation despite our best intentions. We say one thing, the other person hears something else, and misunderstanding, frustration and conflicts ensue.

Fortunately, you can learn how to communicate clearly and effectively. Whether you're trying to improve communication with your spouse, kids, manager or co-workers, you can improve the communication skills that enable you to effectively connect with others, build the trust and respect, and feel heard and understood. What you can do is look for humor in the situation, do not rush things and make time for face-to-face contact. Remember to breathe, listen, even if you do not agree and take time out if you become overly stressed. Communication is about more than just exchanging information. It's about understanding the emotion and intentions behind the information. Effective communication is a two-way street. It's not only how you convey the message so it is received and understood by someone in exactly the way you intended, it's also how you listen to gain the full meaning of what's being said. Pay attention to any barriers that may arise and stay focused on the message. Inconsistent body language can also influence our messages negatively, so even if you disagree or dislike what is being said, try not to become defensive.

There's a big difference between engaged listening and simply hearing. When you really listen –when you engaged with what's being said – you'll hear the subtle intonations in someone's voice that tell you how that person is feeling and emotions they're trying to communicate. When you're an engaged listener, not only will you better understand the other person, you'll also make that person feel heard and understood, which can help build a stronger, deeper connection between you.

By communicating in this way, you'll also experience a process that lowers stress and supports physical and emotional well-being. If the person you're talking to is calm, for example, listening in an engaged way will help to calm you, too. Similarly, if the person is agitated, you can help calm them by listening in an attentive way and making the person feel understood.

If your goal is to fully understand and connect with the other person, listening in an engaged way will often come naturally. Engaged listening means that you focus on the speaker, their body language and tone of voice. Show interest and set aside any judgment. Also ensure that you give proper feedback so that you do not seem disconnected to the conversation. You can enhance effective communication by using body language—arms uncrossed, standing with an open stance or sitting on the edge of

You can also use body language to emphasis or enhance your verbal message – patting a friend on the back while complimenting him on his success, for example, or pounding your fists to underline your message.

Be aware of individual differences as people from different countries and cultures tend to use different non-verbal gestures so it is important to take age, culture, religion, gender and emotional state into account. Direct, assertive expression makes for clear communication and can help boost self-esteem and decision-making. Being assertive means expressing your thoughts, feelings and needs in an open and honest way, while standing up for yourself and respecting others. It does NOT mean hostile, aggressive or demanding. Effective communication is always about understanding the other person, not about winning an argument or forcing your opinions on others.