



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE**

### **COMMUNICATION AND HUMAN RELATIONS N6**

(5140306)

**26 November 2019 (X-Paper)**

**09:00–12:00**

**This question paper consists of 10 pages.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
NATIONAL CERTIFICATE  
COMMUNICATION AND HUMAN RELATION N6  
TIME: 3 HOURS  
MARKS: 200

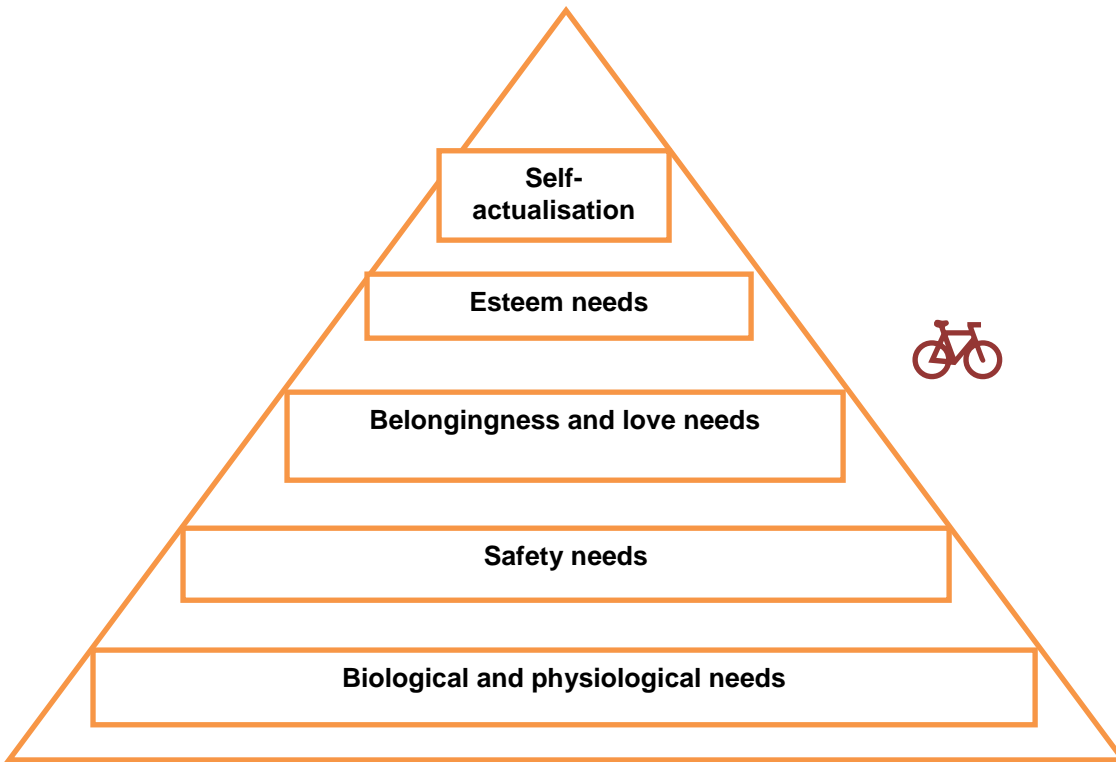
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**INSTRUCTIONS AND INFORMATION**


1. Answer ALL the questions.
  2. Read ALL the questions carefully.
  3. Number the answers according to the numbering system used in this question paper.
  4. Start each section on a NEW page.
  5. Use only BLUE or BLACK ink.
  6. Leave at least THREE lines after each question.
  7. Write neatly and legibly.
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**SECTION A**

**QUESTION 1**




1.1 Guided by the pyramid, read the statements given below and identify which need has been described.


1.1.1 Whether the workplace is a factory, a computer room or an office, it must be physically acceptable. 

1.1.2 The desire to achieve greater success by coping with more responsibility and having the ability to realise your own talent and potential.

1.1.3 Having a tea break between working hours.

1.1.4 An employee's salary should be sufficient to at least satisfy his/her basic needs. 

1.1.5 The desire to gain acknowledgement and respect from fellow workers.

1.1.6 Participating in the company's sports team builds a better relation among peers. 

(6 × 2) (12)

1.2 What is a *telephone conversation*? (2)

1.3 Give an example of a:

1.3.1 Formal telephone call



1.3.2 Informal telephone call

(2 × 2) (4)

1.4 List FIVE key points you need to note down when taking a formal business call. (5)

1.5 A chairperson plays a very important role to ensure that a meeting takes place successfully.



Name FIVE duties of a chairperson during a meeting.

(5 × 2) (10)

1.6 Study the advertisement below and interpret the communication process from the advertisement. Consider the following communication elements:



1.6.1 The sender

1.6.2 Encoding of message

1.6.3 Medium of communication

1.6.4 The receiver



1.6.5 Barrier

1.6.6 Feedback

(6 × 2) (12)

1.7 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.7.1–1.7.5) in the ANSWER BOOK.

1.7.1 Ambiguity, slang and jargon can be categorised as communication barriers.



1.7.2 Self-image refers to how you view yourself in terms of abilities, personality and appearance.

1.7.3 Psychological barriers emphasise the disability of the brain to think less equally than others.

1.7.4 A letter of gratitude from a client after good service cannot be used as testimonial.



1.7.5 When business experience financial difficulties, employee training is often the first thing to be stopped, because they do not understand that an employee is an asset.

(5 × 1)

(5)  
[50]

**QUESTION 2**

2.1



2.1.1 What impression will an interviewee get from the body language of the panel in the above picture?



(1)


2.1.2 How will a lack of eye contact with the interviewer be perceived by the interviewee during sessions?

(2)

2.1.3 Name EIGHT good characteristics of an interviewer.



(8)

2. 1.4 To ensure that you do not paint the same picture as the panel in the picture above, give EIGHT hints on what you must avoid doing during an interview.  (8)

2.1.5 Refer to the picture above and identify ONE psychological barrier that could affect the communication process. (1)

2.2 Name FOUR types of training. (4)

2.3 Define each of the following meeting terms:

2.3.1 Unanimous

2.3.2 Point of order


2.3.3 Vote 

2.3.4 Precedent

2.3.5 Minutes


(5 × 2) (10)

2.4 Rearrange the list of topics on the following agenda of a monthly meeting in a more logical order.

<b>Agenda</b>	
1.	Minutes of the previous meeting
2.	General
3.	Date of the next meeting
4.	Closure
5.	Apologies
6.	Opening and welcoming 
7.	Matters arising
8.	Attendance register
9.	New business matters arising


(9)

2.5 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (2.5.1–2.5.7) in the ANSWER BOOK.

2.5.1 Training needs can be determined when a job description and job specification are compiled. 

2.5.2 The success of any business depends on the commitment of its employees.

2.5.3 Consultants are very expensive to hire and they are needed to take control of all company activities.



- 2.5.4 The golden rule is to keep the customer satisfied and happy.
- 2.5.5 The AIDA principle guides that browsers should not be given attention before frequent clients. 
- 2.5.6 Stress can be caused by bad or good experience.
- 2.5.7 When employees on the same level in the business communicate with one another it is regarded as vertical communication. (7 × 1) (7)
- [50]**
- TOTAL SECTION A: 100**


## SECTION B

### QUESTION 3




Read the scenario below and answer the questions.

Martha and Joyce are believers and on Ash Wednesday, they came back from lunch with ash crosses on their foreheads. Their coworkers, Jane and Marcia, said that they were witches and told them: "You people look so stupid! We are offended by those crosses! You can't wear those in the workplace. You have to go to the bathroom and wash those crosses off right now."

- 3.1 Discuss the perception of employees with regard to religion and values. (2)
- 3.2 Religion in South Africa presents a challenge in terms of managing different individuals with different beliefs and values in the workplace.  
Identify FOUR challenges that an employee has to face. (4 × 2) (8)
- 3.3 Jane and Marcia had a negative attitude towards their fellow workers.  
Determine and explain the type of conflict that could arise.  (3)
- 3.4 Substantiate why conflict in a workplace should not only be seen as negative. Give FIVE examples. (5 × 2) (10)
- 3.5 Suggest FIVE ways to deal with conflict among individuals in the workplace.  (5 × 2) (10)
- 3.6 Identify FOUR perceptual communication barriers from the scenario above that lead to misunderstanding and explain their influence. (4 × 2) (8)

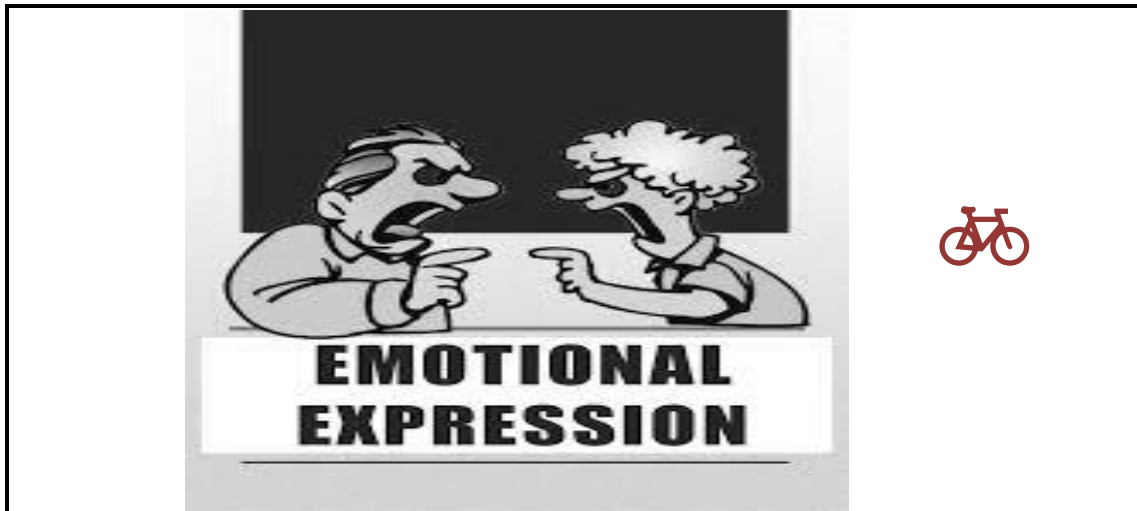
- 3.7 Explain the THREE elements of self-image.  (3)
- 3.8 Explain the difference between an *introvert* and *extrovert personality*. (4)
- 3.9 Discuss how work relationships can contribute to stress. (2)
- [50]**

#### QUESTION 4

- 4.1 Give ONE word or term for the descriptions below on personality types. Write only the word or term next to the question number (4.1.1–4.1.3) in the ANSWER BOOK.
- 4.1.1 Quite stubborn and set in his ways, uncomfortable with confrontation and seeks peace at all costs to avoid conflict.
- 4.1.2 They are driven to greatness, but will step on your toes to get there, needs lots of appreciation along the way. 
- 4.1.3 Will leave in the middle of a chore or assignment if they find out there is something going on somewhere. (3 × 1) (3)
- 4.2 Good listening skills will help a sales representative render a service more effectively, resulting in a happy client.
- Give SIX tips on how to improve listening skills.  (6)
- 4.3 Conflict between parties can destroy an opportunity to make a sale.
- Determine THREE factors and explain situations that lead to conflict. (3 × 2) (6)
- 4.4 When customers constantly complain about your employees' skills and knowledge, staff training is necessary. 
- State FIVE more reasons for training staff. (5)



4.5 The cartoon below expresses emotions. In a case where conflict between customers and a sales representative is allowed to escalate, the worst could happen. It is important that employees know how to react in different situations in order to maintain a good image of the business.



Which emotional expression can you read from the cartoon?



(1)

4.6 Briefly explain how to deal with a difficult client in the following situations:

4.6.1 When you are wrong (sale representative)

(8)

4.6.2 When the client is wrong



(3)

4.7 The following post advertisement appeared in the *Sunday Times* of 05/11/2017.



**A REPUTED BUSINESS GROUP  
URGENTLY REQUIRES  
SALES ASSISTANTS**

The right candidate should have:

- **1 year experience as Sale Assistant, preferably in food stores**
- **Graduate or minimum Secondary School**
- **Experience in sales, Merchandising, customer service preferred**
- **Good written and spoken communication skills in English.**
- **Knowledge of basic computer skills**
- **Ability to work well in a team**
- **Presentable, proactive and willing to accept shift duties.**

**Apply in writing to :  
Mr S. Sekhu HR Manager  
P.O .Box 16, Johannesburg 2000, before  
1<sup>st</sup> December 2017**



Write an application letter to apply for the post. Write on a NEW page.

CONTENT	FORMAT	LANGUAGE	TOTAL
10	4	4	18



(18)  
[50]

**TOTAL SECTION B: 100**  
**GRAND TOTAL: 200**