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1. Basic communication principles OVERVIEW Communication 1.1 Importance 1.2 Process 1.3 Model 1.4 Categories 1.5 Verbal/non-verbal 1.11 Verbal/non-verbal 1.12 Phatic 1.13 Listening skills 1.1 The importance of effective communication Communication is about delivering or re-ceiving any kind of information. This information can be in the form of words that

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Map 19 Communication and Management Communication N4 Lecturer's Guide Module 8: Concise communication Activity 1 NB: Typical marking guidelines for a telephone message (10 marks) Content: 5 Layout & format 2 (-1 per error) Language: 3 (-1/2 per error) 1.1 SWAN'S DRY CLEANERS TELEPHONE MESSAGE To: Mr Hunt From: Mr Cyril Black Date: 9 April 20-- Company: Royal Hotel Time: 9.00 Tel: 083 9991110 Message: Mr Black wishes to discuss a new contract.

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