

Yours Sincerely
Gary McLean

Student 19091400
Gary McLean

exercise 2

- (1) The communication challenges and obstacles that Barry faces is lack listening skill the worker display and culture but because the ethnicity in culture some workers come from place where there is poor sanitation and hygiene cause them to do practical habits
- (2) Shamma and Wether's Communication method or Berlo's ✓ why?
- (3) The solution Barry might consider to address the challenges is to do individual assessment are separate the worker pair them to familiar ethnic background that way you can have a clear communication in terms by use the best mode in effective communication like to fix that problem.

Lecturer's comments: Well done. You presented a piece of work that satisfactorily addresses the learning outcomes.

Lecturer's signature:

Mafusa

Date:

20/11/2019

Student Name: GARY McLEAN Student ID: 1909400

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the following brief and write a business email according to the instructions.

You are the Director of Communications at your company and you would like a Supervisor, Mary December, to go on a training course in non-verbal communication because you have observed that her non-verbal skills sometimes send the wrong message.

- Tell Mary why you are writing
- Say what you have observed about her communication skills
- Tell her how you think this course would improve her skills and her relationship with her fellow workers.

To Mary December 716 @ gmail.com 13/11/2019

Hi Mary is through my ~~other~~ observation that I have observe that you are an fine Supervisor. but lack some communication skill. When one lack ~~some~~ skills, it may affect your ability to acknowledge where communication break down anyway. Apart from your capability to do so, will ~~not~~ now I have got that out of the left talk about how we will change your ~~circumstances~~ Circumstances.

I decide to put you through a courses that will change the your communication skill and make you more knowledgeable in your field. The cours will cover every area in non verbal and verbal communications, and I am looking forward to seeing you when you have completed this cours.

The cours will helps you to be more aware of your short coming considering you are one of my next trusted Supervisor so I need you at you best. your cours is for one day.

Lecturer's signature: M. G. G.

Date: 13/11/2019

Student Name: Gary McLean Student ID/Group: 1909400

Time allocated: **1 hour.** Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with your Task 1 (part of the Assignment for this module).

Ex.1. Read the cases and answer the questions that follow

CASE 1: Mary was working on some paperwork when her daughter came into the room upset. As the child told Mary what was wrong and how she felt, Mary kept typing on her keyboard and said, "It'll be OK," and 'Everything will be all right.' She was confused when the child only continued to become more and more frustrated. Just then, Mary's phone rang and she was all excited when she heard her friend's voice. They spoke for fifteen minutes and when the call ended, she turned and said to her daughter, 'Oh, darling, that was Susan. I'm so excited about seeing her tomorrow!'. The child broke down and cried.

1. Why weren't Mary's calming words having any effect on her daughter?

Reason why Mary's didn't change
any thing because the lack of eye
contact and no communication
from her to the daughter.

2. What could she have done to make the situation better?

Mary should have listen to her
daughter find out what was the problem
show interest what wrong.

CASE 2: Steve was exhausted from work when his wife, Sally, came home. So he was quite annoyed when she began telling him all that went wrong about her day. He interrupted her and said, 'I'm so tired, can't it wait?'. The next morning while they were in the kitchen making breakfast, Steve said, 'Did I tell you what happened at work yesterday?'. Sally said nothing, but walked out of the kitchen.

1. Why was Sally upset?

Steve show no interest lack of
communication he should show
some verbal communication.

2. What could Steve have done to help the tension that had developed?

listen show eyes contact

Lecturer's signature: Mafura

Date: 11/12/2019

Student Name: McLEAN

Student ID: 1909400

Time allocated: 1 hour. Please return your paper to the lecturer upon completion. It will be returned to you at the next session. You will need to include a scanned copy of this exercise in the form of an appendix together with you Task 1 (part of the Assignment for this module).

Ex.1 Write a paraphrase of the following passage.

(Chocolate) has always been considered an (affordable) little (luxury) associated with romance and celebrations. Therefore in 2001, revelations that the production of cocoa in Ivory Coast involved child slave labour deeply shocked chocolate companies, consumers and governments alike. The USA passed (legislation) mandating that standards be created to permit companies who could prove that their chocolate was produced without forced labour to label their chocolate "slave-labour free." The chocolate industry agreed to an international protocol that would give chocolate producers four years to limit abusive practices.

~~It is likely to think that a chocolate is a small (enjoyment), connect to with love~~

It is known that the experience of chocolate is a small gratification, more intertwined with love and happiness. More over 2001 around Manufacturer of the bean, is working in Africa exploit children in their head of authority over the same in America they comes with evidence that they are not in agreement with forcing kids to work in their production. More over coco companies to address the problem.

Lecturer's comments:

You need to read the text carefully & improve your paraphrasing skill. Try to reduce the number of language errors.

Lecturer's signature:

McLean

Date:

12/11/2019

GARY McLean
Student number 1909400

Ex.2

Re-read the text 'To be a great leader, you need to start by leading yourself' on the previous page.
Summarise main ideas from the text in your own words. Write about 175 words.

The text shows how Sudmann points out the problem other like himself face. He says the ego one have to be a leader but ~~some~~ ^{some} to pressure of reality that it is more to leadership than just title.

Consultation how Sudmann had in mind he was going to well being at the top. The surprise was a wakeup for him. It was not so easy. While facing a ~~trendy~~ ^{trendy} problem every other like himself face the priority of time management.

11

Sudmann take a different approach, by taking time to develop his leadership skills first he dose a SWOT analysis, to identify his strengths and weaknesses go on to correct them.

As this relates to everyone who would like to be a leader in the workplace and academic alike, which includes myself should always work to improve my academic skills which will be applying to ~~the~~ ^{the} employability. Which one day be used in the workplace and other setting.

Lecturer's comments:

Good ideas but the summary is too long. You need to focus on reducing the language errors.

Lecturer's signature:

John

Date:

10/12/2019