



BRENTWOOD
OPEN LEARNING COLLEGE

Assignment Cover Sheet

Student Name:	FIONA VUYISWA KEBALEFETSE
Student Number:	37396
Course:	ADVANCED DIPLOMA IN ADMIN, SECRETARIAL & PA LEVEL 5
Assignment NO:	11

Marking Criteria:

We expect the learners to write minimum one well expressed point in three lines against each allocated mark. This means one needs to write 15 lines with 5 well expressed points to get high grades for a 5 marks question.

For high grades use examples and illustrations where appropriate.

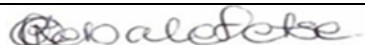
1. Give short answers to the following questions:

- i. Why are communication skills important for the PA or secretary?
 - ✓ Good communication skills are critical to anyone's success in business and possibly even more so in the case of a PA or Secretary. You must be able to put your questions to and get answers from others. Responding to questions, handling conflict, and listening are all communication-related issues.
- ii. What is non-verbal communication and why does it matter?
 - ✓ Nonverbal communications include facial expressions, tone of voice, speaking style, gestures, eye contact, posture, touch, and movement. In the case of nonverbal communications, it's not what you say, it's how you say it. Nonverbal messages are an essential part of the communications process. Your awareness of nonverbal behavior will allow you to better understand what a speaker really means. You'll become a better communicator yourself if you learn how to use nonverbal signals that reinforce your point.
- iii. What is the purpose and value of giving feedback?
 - ✓ Feedback means giving information back to someone. When we think about feedback, most of us think of it as an opportunity to give someone our opinion about something that person did. The purpose of the feedback is to make the situation better next time.

2. Pen a short passage of constructive feedback for an individual who you are generally happy with but needs to improve their time management and punctuality. Use the guidelines in the study materials.
 - I am writing to provide you with constructive feedback on your time management and punctuality. Overall, I am generally happy with your performance, but there is room for improvement in these areas. By focusing on the following suggestions, I believe you can enhance your productivity and efficiency, ultimately leading to better outcomes in your work or personal life.
3. Create a sample question for each of the six categories of interview questions. Explain why each question needs to be asked.
 - There are six categories of interview questions commonly asked. Any of these questions can focus on the past, the future, or present. The categories are the following:
 - ✓ Behavior—what a person has done in his or her life or what he or she is currently doing.
 - ✓ Opinions and Values—what a person thinks about a particular topic.
 - ✓ Feelings—how someone feels about a particular topic or situation.
 - ✓ Knowledge—what a person knows about work-related topics.
 - ✓ Sensory—what a person has experienced in life.
 - ✓ Background—standard questions such as education, work history, and hobbies.

Student Statement:

By submitting this assignment, I confirm that this is my own work.

Student Signature		Date	31 st January 2024
-------------------	---	------	-------------------------------

For Tutor / Assessor Use Only

Total Marks	
Marks Obtained	
Percentage / Grade	