Ainm:

**Communications: Rapid Revision**

1. List four factors of effective communication.

|  |
| --- |
|  |
|  |
|  |
|  |

1. List four barriers of effective communication.

|  |
| --- |
|  |
|  |
|  |
|  |

1. List four benefits of effective communication.

|  |
| --- |
|  |
|  |
|  |
|  |

1. Match the following key terms relating to meetings to their correct definitions:

Board Meeting/Ad-Hoc/Extraordinary General Meeting/Annual General Meeting/Notice/Agenda/Quorum/ Chairperson/Secretary

|  |  |
| --- | --- |
|  | Held once a year, main functions are to discuss performance, elect a chairperson, give financial reports etc… |
|  | Time and place of the meeting, who needs to attend etc.. |
|  | This is the only thing discussed at the meeting, something serious comes up and needs to be dealt with urgently.  |
|  | These are the topics to be discussed at the meeting. |
|  | This is an informal meeting that takes place at short notice, such as to drop into your manager to discuss sales targets |
|  | This is the person who runs the meeting, guides discussions, and organizes vote taking, has the casting vote if needed.  |
|  | This is the person who sends out the notice and agenda, finds a suitable venue, helps count the votes etc… |
|  | This is the minimum number of people needed to attend the meeting. |
|  | These are meetings of the board of directors and are usually held on a monthly basis. |

1. Match the following statements as either Benefits/Challenges of ICT.

Phishing/Electronic Data Interchange/Speed of message/Global Market Access/Viruses/Capital Intensive/Breakdowns/Increased Sales/The Cloud

|  |  |
| --- | --- |
| **Benefits**  | **Challenges** |
|  |  |
|  | 2. |
|  | 3. |
|  | 4. |
|  | 5. |

1. Complete the following in relation to GDPR

|  |
| --- |
| 1. GDPR stands for **G D P R S**
 |
| 1. The date GDPR came into effect was 2018
 |
| 1. A data subject has **the right to access their data** at a cost of € R
 |
| 1. A data subject’s data must be provided to them within S
 |

1. Circle the correct answer from the following statements,

|  |
| --- |
| 1. A data subject *has/has not* got the right to have their data transferred from one organization to another if they wish.
 |
| 1. A data subject *can/cannot* object to the use of their data being used, for example for marketing purposes.
 |
| 1. If the accuracy of the data is in question, or the data is no longer needed for the purpose it was collected, you *do/do not* have the right to have this data rectified/restricted/erased from your records.
 |
| 1. The data controller must keep records of sensitive information, or for any workforce with over *150/200/250/300* employees.
 |
| 1. The data controller must report data breaches within *24/48/72/96* hours.
 |
| 1. For the most serious infringements (for example, not having sufficient customer consent to process data or violating the core of privacy by design concepts) organisations can be fined up to *2%/4%* of their annual global turnover or *€10/€20 million*, whichever is greater.
 |