

PENANG SANGAM HIGH SCHOOL
YEAR 9
OFFICE TECHNOLOGY
WORKSHEET 24
LESSON NOTES AND ACTIVITY

STRAND	OT 9.3 Office Administration
SUB-STRAND	OT 9.3.3 Communication.
LEARNING OUTCOME	<div>✓ Identify and explain the five levels of communication.</div> <div>✓ Understand the use of different forms of communication medium.</div>

LEVELS AND MEDIUM OF COMMUNICATION

There are five levels of communication:

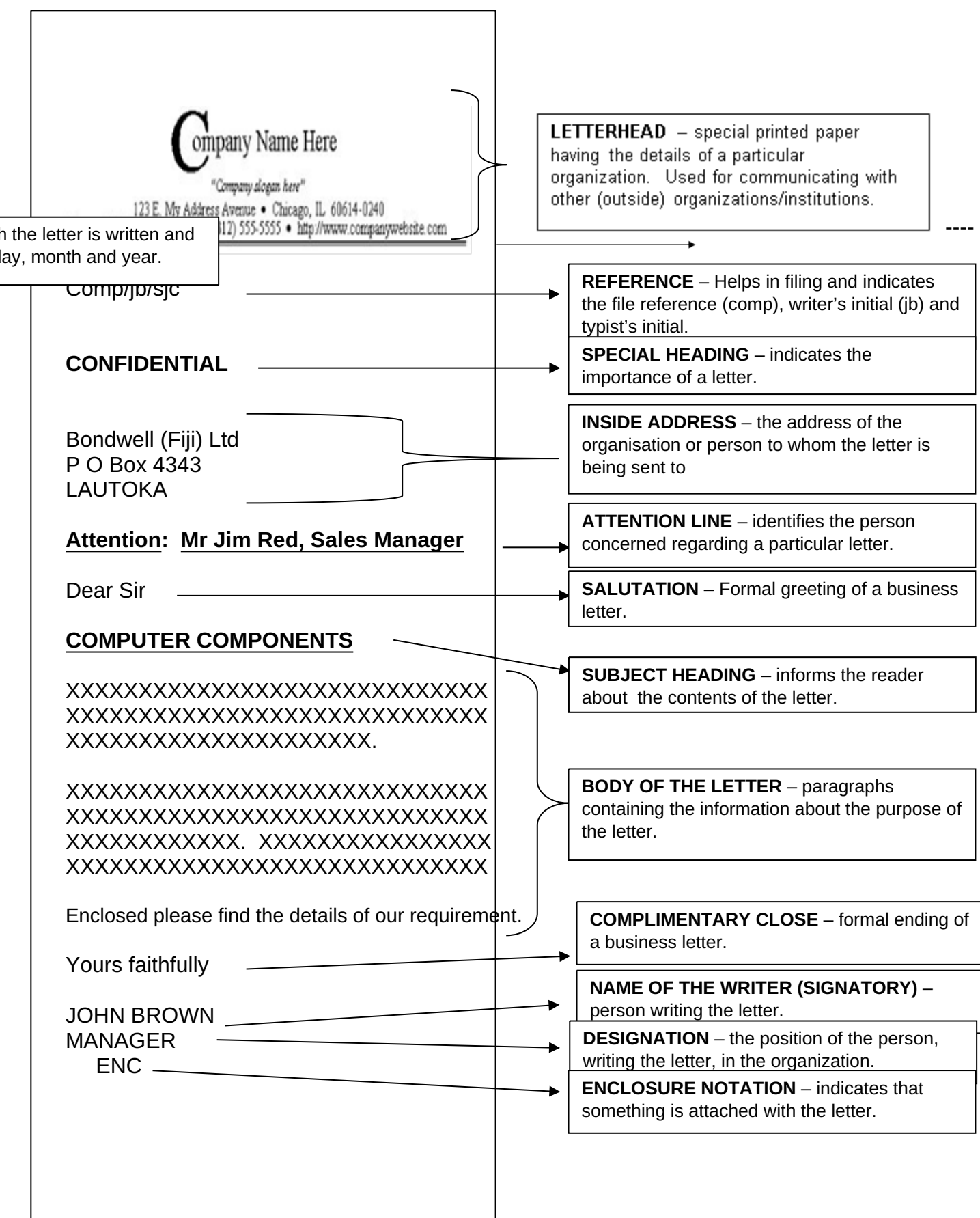
1. **Intrapersonal** – occurs within one’s self. Eg. Thinking
2. **Interpersonal** – occurs in conversation and discussions.eg between two or more people.
3. **Mediated** – when people use the telephones, reports and memos.
4. **Person – to – group** – where the speaker communicates to an audience eg, traditional speaker or teacher.
5. **Mass communication** – reaches a large public, eg print media (newspapers, magazines) or electronic media (television, internet)

The way a message is transmitted is known as the medium. Different mediums include:

1. A letter – is a medium of formal communication used between organizations and their customers and clients.
2. A memo is a medium of formal communication used within the organization.
3. A report – an account given of a particular matter, especially in the form of an official document.
4. A newsletter – bulletin used periodically to the members of a society or other organizations.
5. A message on the notice board – organizations usually display graphs, data, facts and other relevant information on business trends for employees
6. A meeting - two or more people convened for the purpose of achieving a common goal through verbal interaction, such as sharing information or reaching agreement.
7. A fax message - transmission of scanned printed material (both text and images), normally to a telephone number connected to a printer or other output device.
8. An email – is a text message sent or received over a computer network.

Business Letter – this is used for formal communication to clients/customers and other organisation.

Business Letter Format



Activity

1. Differentiate between **Intrapersonal** and **Interpersonal** communication.

2. What is mass communication?

3. List and explain three medium used to transmit the message.

4. What is the purpose of the business letter?

THE END 😊