

Aim: \_\_\_\_\_

**Communications: Rapid Revision**

1. List four factors of effective communication.

1. Appropriate Language
2. Correct Medium
3. Cost
4. Urgency / speed

Feedback helps a record

2. List four barriers of effective communication.

1. Language / Slang
2. Incorrect medium
3. Not checking for feedback
4. Speed + Impatience

wraps Time  
Organisational Structure

3. List four benefits of effective communication.

1. Productivity Increases
2. Better Industrial Relations
3. Intrapreneurship Encouraged
4. Team approach

Clear goals can be established

4. 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

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

5. 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
1. Electronic Data Interchange	1. Phishing
2. Speed of Message	2. Viruses
3. Global Market Access	3. Capital Intensive
4. Increased Sales	4. Breakdowns
5. The Cloud	5.

6. Complete the following in relation to GDPR

1. GDPR stands for <u>G</u> eneral <u>D</u> ata <u>P</u> rotection <u>R</u> esolution
2. The date GDPR came into effect was <u>May 25th</u> 2018
3. A data subject has the right to access their data at a cost of € <u>6.35</u>
4. A data subject's data must be provided to them within <u>30 days</u>

7. Circle the correct answer from the following statements,

1. A data subject <u>has</u> /has not got the right to have their data transferred from one organization to another if they wish.
2. A data subject <u>can</u> /cannot object to the use of their data being used, for example for marketing purposes.
3. If the accuracy of the data is in question, or the data is no longer needed for the purpose it was collected, you <u>do</u> /do not have the right to have this data rectified/restricted/erased from your records.
4. The data controller must keep records of sensitive information, or for any workforce with over <u>150/200/250/300</u> employees.
5. The data controller must report data breaches within <u>24/48/72/96</u> hours.
6. 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 <u>2%/4%</u> of their annual global turnover or <u>€10/€20 million</u> , whichever is greater.