

ENGLISH HOME LANGUAGE

GRADE 12

PAPER 1: SUMMARY WRITING ACTIVITIES

RESOURCES: Grade 12 past examination papers

QUESTION 1: SUMMARISING IN YOUR OWN WORDS

TEXT A provides a discussion on assertive communication. Summarise, in your own words, **the aspects of constructive criticism that facilitate effective communication.**

NOTE:

1. Your summary should include SEVEN points and NOT exceed 90 words.
2. You must write a fluent paragraph.
3. You are NOT required to include a title for the summary.
4. Indicate your word count at the end of your summary.

TEXT A**HOW TO GIVE CONSTRUCTIVE CRITICISM**

Assertive communication and constructive criticism are important tools in building an empowered team. Laura Kennedy from Wellness says that when communicating with co-workers, clear communication facilitates understanding and solution finding.

Assertive communication is not about dominating a situation, but rather allowing for collaboration between employees. Open dialogue must be created so that all employees can participate. Businesses that do not encourage assertive communication often follow a hierarchical system which limits their growth. Everyone should be encouraged to brainstorm to find solutions. Constructive criticism guides people rather than breaking them down. It creates a platform where all possible solutions can be considered. Kennedy says it's more accurate to think of it as effective feedback. Constructive criticism allows for career development.

Kennedy says it is better to communicate with someone on a personal level first. E-mails do not have the benefit of tone and body language to guide the conversation. Without these non-verbal clues there is more chance you will be misunderstood and even run the risk of the conversation being perceived as a personal attack. To avoid one-sided dominance, go into each communication with an understanding of your goal and an open mind about how to get there. This includes understanding the context in which the communication occurs.

During the conversation be decisive rather than uncertain. If you think and talk about yourself positively it creates an impression of credibility.

When starting a conversation be careful of being accusatory. You need to talk about the behaviour that is problematic, not the person. This requires you to get into a meeting with all the facts. There is a debate over whether or not to include emotion when addressing an issue. Kennedy says it's impossible to leave it out, as emotion drives most decisions. Afterwards, draw up clear points about what was discussed and what is expected. This clarifies understanding and minimises confusion.

Clear communication paths reduce frustration, allow teams to work more effectively to reach their goals and allow for higher engagement. Conflict is reduced when there is a focus on facts.

[Adapted from Succeed, October 2013]

TOTAL: 10

QUESTION 2: SUMMARISING IN YOUR OWN WORDS

TEXT B highlights the fact that people-pleasing is a threat to achieving success. Summarise in your own words **how an individual can attain success without being a people-pleaser**.

NOTE:

1. Your summary should include SEVEN points and NOT exceed 90 words.
2. You must write a fluent paragraph.
3. You are NOT required to include a title for the summary.
4. Indicate your word count at the end of your summary.

TEXT B

PEOPLE-PLEASING: A THREAT TO SUCCESS

There is a fine line between being kind and being a pushover. When you are too kind, you make your way through life by placating. This makes you vulnerable to being dismissed by others. People-pleasing occurs when you consistently change your position because you fear your natural thoughts will not be well received. But, instead of pleasing others to gain approval, simply expect to be treated with respect.

Your need of approval eventually drains other people and you need to keep in mind that there is no path to success through coat-tailing other people. The real path to success can come only through your belief in yourself. In essence, the only way to get what you want in life, is to say what you want and go after it. With this in mind, you must remember that success is the ultimate prize for trusting your own abilities, which you garner through risk-taking and not people-pleasing. In the long run, if you cannot

function without feeling wrecked, upset, or anxious, there will be no path to your success. People are not going help you up the ladder of success by feeling sorry for you. Hence you need to learn to grow from feedback rather than to shrink from it.

Furthermore, research shows that pleasing people creates dishonesty by default and people-pleasers have a habit of asking permission in situations where needing permission is not required. No one can really know you, your ideas or your value if you are a mere pleaser of other people. Successful individuals aren't 'fit-in' people: they are confident enough in themselves and they do not fear to be brutally honest when necessary. Ultimately, the quickest way to overcome the uncertainty of trying to 'fit in' is to commit to what you believe in and to speak out.

Brutal honesty does not imply that you need to start every sentence with 'I'm sorry'. You don't need to apologise for your existence and you need to be bold enough to make mistakes.

Why use pleasing to look perfect to others? When you are doing this, you are being fake. The greatest irony with people-pleasing is that it always produces results opposite to those which are intended.

[Adapted from www.huffingtonpost.com]

TOTAL: 10

QUESTION 3: SUMMARISING IN YOUR OWN WORDS

TEXT C provides insight into censorship of the internet by governments around the world. Summarise, in your own words **the political censorship of the internet**.

NOTE:

1. Your summary should include SEVEN points and NOT exceed 90 words.
2. You must write a fluent paragraph.
3. You are NOT required to include a title for the summary.
4. Indicate your word count at the end of your summary.

TEXT C

GOVERNMENTS GAG THE NET

As the internet continues to gain considerable power and agency around the world, many governments have moved to regulate it. And where regulation fails, some states resort to internet shutdowns or deliberate disruptions.

The justifications for such shutdowns are usually relatively predictable. Governments often claim that internet access is blocked in the interest of public security and order. In some instances, however, their reasoning borders on the curious if not downright absurd.

Whatever their reasons, governments have three general approaches to controlling citizens' access to the web. The first and probably the most serious is where the state completely blocks access to the internet on all platforms. It's arguably the most punitive, with significant social, economic and political costs. The financial costs can run into millions of dollars for each day the internet is blocked, damaging businesses, discouraging investments, and hindering economic growth. The second way that governments restrict internet access is by applying content-blocking techniques.

They restrict access to particular sites or applications. This common strategy is usually targeted at social media platforms. The idea is to stop or limit conversations on these platforms. Governments argue, for example, that social media platforms encourage the spread of rumours which can trigger public unrest. The third strategy, done almost by stealth, is the use of what is generally known as 'bandwidth throttling'. In this case telecom operators or internet service providers are forced to lower the quality of their cell signals or internet speed. In most cases, the desire to control the internet is rooted in governments' determination to control the political narrative. Many see the internet as an existential threat that must be contained, no matter what consequences it will have on other sectors.

The irony, however, is that as these shutdowns continue, even proliferate, there is scant evidence they actually work. Instead, they seem to animate dissent and encourage precisely the kind of responses considered subversive by many governments.

The future of unfettered internet access in Africa looks precarious should governments continue on this trajectory. The absence in many African countries of enforceable constitutional guarantees that protect the public's right to information means there are few opportunities for legal redress. This makes the development of legislative regimes that recognise and protect access to the internet both urgent and necessary.

[Adapted from <http://theconversation.com>]

TOTAL: 10