

# Soft Skills Glossary

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Please note that in this glossary numbers are defined first before the list of word definitions.

## 3D Printing



3D printers are a new generation of machines that can make everyday things. They're amazing because they can produce different kinds of objects, in different materials, all from the same machine.

A 3D printer can make pretty much anything from coffee cups to plastic toys, metal machine parts, stoneware vases, fancy chocolate cakes or even (one day soon) human body parts.

The exact image and instructions are created electronically, on a computer, and sent to the device that then makes it from various materials that you have placed into the machine.

## **3G/LTE**

3 G refers to transmission speeds of data. 3G is called 3G if it can send or handle around 2 megabits per second. LTE is Long-term evolution or 4G. This is faster and should handle up to at least 100 megabits per second and up to 1 gigabit per second. A bit is a piece of data. These are the speeds of data transfer, per second:

Kilobit: 1,000 bits per second

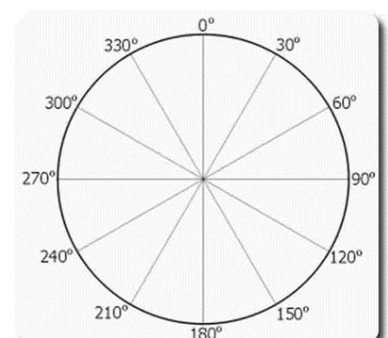
Megabit: 1,000 kilobits per second

Gigabit: 1,000 megabits per second

Terabit: 1,000 gigabits per second

## **360-degree view**

This means looking at something from all viewpoints all around the person. Seniors' view of the junior. Juniors' view of the senior. Colleagues' view of the person. In other words, the person gets feedback from up and down and across the organization. A full circle has 360 degrees or measures.



## **Accountability**

Being accountable means to be responsible for something or to be answerable for your actions. You do not blame someone, you are accountable. This is a quality that a professional person has. He or she is accountable for their own actions and decisions.

## **Acid test**

A decisive test to find out the value or worth of something.

## **Acronym**

A word formed from the initial letters of a name, such as ANC for African National Congress, for example.

## **Analogy**

An analogy compares two things that are mostly different from each other but have some things in common. Showing a connection between things can help you better understand the two things. ([www.yourdictionary.com](http://www.yourdictionary.com))

How a doctor diagnoses disease is like a detective investigating crimes.

The classroom was a refrigerator.

The shirt was as warm as a blanket.

## **App**

Application. This is a tool you download for use of some kind. There are 1000's of apps for many different uses. Games, office tools, dictionaries, software packages, drawing or painting or art apps and so on.

## **Archaic**

This means out-of-date, ancient; from a Greek word meaning ancient.

## **Aristotle**

See Greek philosophers.

## **Arithmetic**

The branch of mathematics that deals with numerical calculations such as adding, subtracting, multiplying or dividing.

## **Asterisk**

1. A star-shaped figure (\*) used chiefly to indicate an omission or a reference to a footnote.
2. Mathematics: A symbol used to indicate multiplication, as in  $2 * 3 = 6$ .

## **Baie dankie**

This is Afrikaans for 'very much' (baie) and 'thank you' (dankie).

## **Biodegrade**

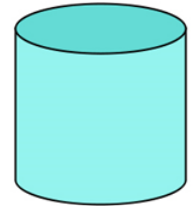
To decay and become absorbed by the environment.

## **Blog**

A shared on-line journal where people can post diary entries about their personal experiences and hobbies; "postings on a blog are usually in chronological order". The word comes from web (website) and log (record). Weblog. People have blogs on the internet on all kinds of subjects. The blog usually posts an article that everyone then comments on. Commenters can comment to each other as well. To post is to send an electronic message to a website, blog or news group. A post, is the noun.

## **Cask**

This is a barrel. It is a container that holds something that looks like a cylinder. Like a wine barrel or a wine cask, in other words.



*Figure 1: Cylinder*

## **Checkout**

The action of verifying a learner's knowledge of an item given on a checksheet.

## **Cherish**

To treat with affection or tenderness.

## **Citation**

A quotation from or reference to a book, paper, or author, especially in a scholarly work. "The majority of the citations are of work published during the past twenty years."

## **Civic**

This word comes from the word 'citizen'. It relates to a person being part of a country or municipality or a city. *We have a civic duty to vote. A South African can have many civic duties or responsibilities, for example, voting, obeying the law, keeping children safe, healthy and educated.*

## **Claude Shannon and Warren Weaver**

Shannon was a mathematician and electronic engineer who figured out that mathematical formulas could be created within the design of electronic devices and started the path toward what we have today with many different applications of this design theory.

He worked at Bell Labs in the late 1900's and through the Second World War. Alexander Graham Bell invented the telephone and founded Alexander Bell Laboratories which later changed hands a few times to become simply Bell Labs.

In 1948 he wrote an article in Bell's technical journal, "A Mathematical Theory of Communication." This work focuses on the problem of how best to encode the information a sender wants to transmit.

Later, he co-authored a book with Warren Weaver, also called "The Mathematical Theory of Communication", which reprints Shannon's 1948 article and includes Weaver's popularization of it, which made this information accessible to the non-specialist.

## Clear

Per the *American Heritage Dictionary of the English Language*, the word *clear* means "to free from confusion, doubt or ambiguity; make plain or intelligible." When one is clearing a word, he is getting rid of any confusion, doubt or ambiguity in regard to the complete meaning of a word.

## Compel

This means to force someone to do something. Sometimes a situation may compel people to take certain actions. *They were compelled to close the university because of the protests. If the teacher compels you to do homework, they are trying to help their learners to do better.*

## Competent

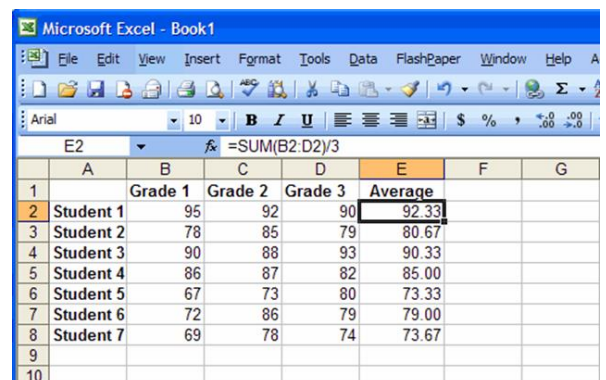
This means having the skill to do the job. It means being able to do something, or capable of doing it. *A professional is a competent person in their field of knowledge.*

## Compromise

If two people disagree, and then compromise, they both give a bit and settle the argument. If you have something you believe you should not do, but because of pressure you compromise and do it any way, this is a compromise that affects your own image of yourself. Compromising your personal morals is not good for you or your career.

## **Computerised Spreadsheets**

In 'the old days' this would have been a large book with rows across and columns down for each thing that needed to be recorded. Now these books have been computerized and made into easy to use software products. Microsoft has a software product called Excel that makes this spreadsheet product available, as you can see in the picture above.



The screenshot shows a Microsoft Excel spreadsheet titled "Microsoft Excel - Book1". The spreadsheet has columns labeled A through G and rows numbered 1 through 10. The data is as follows:

	A	B	C	D	E	F	G
1		Grade 1	Grade 2	Grade 3	Average		
2	Student 1	95	92	90	92.33		
3	Student 2	78	85	79	80.67		
4	Student 3	90	88	93	90.33		
5	Student 4	86	87	82	85.00		
6	Student 5	67	73	80	73.33		
7	Student 6	72	86	79	79.00		
8	Student 7	69	78	74	73.67		
9							
10							

The formula bar at the top shows the formula for cell E2: `=SUM(B2:D2)/3`.

## Concept

A concept is a thought devoid of symbols, pictures, words or sounds. It is a direct idea of something rather than its sound or symbol or the word describing it.

## Conceptual

Of or having to do with a concept. A concept is a thought devoid of symbols, pictures, words or sounds. It is a direct idea of something rather than its sound or symbol.

## **Conscience**

The sense of right and wrong that governs a person's thoughts and actions; the awareness of a moral or ethical aspect to one's conduct together with the urge to prefer right over wrong: *Let your conscience be your guide.* From TheFreeDictionary.

## **Consensus**

A general or widespread agreement (especially in the phrase *consensus of opinion*)

## **Consolidate**

To organize into a more compact form. In addition, it means to make or become stronger or more stable. If it involves different parts of a company, for example, then consolidate also means to unite or combine.

## **Cornerstone**

Something that is essential or basic.

## **Courteous**

Polite and considerate in manner.

## **CRAAP**

The Meriam Library of the California State University in Chico came up with a set of rules to use to test or evaluate the information you are reading. They said you need to look at Currency (current/up-to-date) Relevance, Authority, Accuracy, and Purpose. (CRAAP). The University of Wyoming's Tutorial for Information Power (TIP) suggested various questions to be asked, for each of those headings (see glossary for more information). Chico is a town in California, one of the 50 states of the USA, and is north of the city of San Francisco. There are 50 states or provinces in the USA. Wyoming is one of these states, in the NW part of the USA.

## **Culture**

A group which shares inherited ideas, beliefs, values, knowledge and behaviours, which are the basis of their social interaction.

## **Currency**

This usually means the money in use in a country. Another definition means being up-to-date. This is how the word is used in our manual.

## **Database**

A structured or organized set of data (information, numbers and so on) held in a computer, especially one that is accessible in various ways.

## **David K. Berlo**

In 1955, David K. Berlo, at the age of 29, received his doctorate degree in the study of communication from the University of Illinois. In 1960, his book *Process of Communication*, was published, which looked at the nature of communication. In

1960, David Berlo expanded Shannon and Weaver's model of communication and created another.

The Source-Message-Channel-Receiver Model (SMCR) of communication separated the model into clear parts and has been expanded upon by other scholars.

### **Demonstration**

Comes from the Latin 'to point out, show or prove'. *The Chambers Twentieth Century Dictionary* includes the following definition of *demonstrate*: to teach, expound or exhibit by practical means. A demonstration or demo is usually done with drawings or by using objects of various kinds. The learner demonstrates an idea or principle with his hands, objects that are accessible, but shows application or use of an idea or principle.

### **Deprive**

To take something away from someone. It also means to stop someone from enjoying something or to deny them something. *She was deprived of her childhood by her long stay in a refugee camp in her early years.* They were deprived of a chance to go to the university party because their religious beliefs were against this.

### **Didactic**

Didactics, in the plural form, means the art or science of teaching. The word 'didactic' itself, means based upon the idea that what has been said or written is meant to teach or to provide instruction to someone. It sometimes means to teach a moral message as well.

### **Disposition**

A natural part of someone's character or a general mood. How they present themselves to the world as a general attitude. *She had a cheerful disposition. The child had quite a serious disposition.* The word dispose is to get rid of something by throwing or giving it away or selling it. We dispose of our waste each day. Another way of saying this is waste disposal. *The disposition of our waste is done with the help of the municipality.*

### **Doctrine (See tenet)**

A tenet is any principle, opinion or belief held by a person, group, profession or movement. It is often a belief held by the person or group. A doctrine is a more official principle like a rule, religious belief or professional rule. Churches have many doctrines covering baptism, conduct of a service and hundreds more.

### **Drill**

A routine or exercise; the instilling of facts, rules, ideas, etc., or the perfecting of a skill by repetitive use.

### **en masse** (French word, pronounced like 'aahn mass')

In a group, body, or mass; as a whole; all together. *The guests arrived en masse.* (From French meaning the same).

## **Encyclopaedia**

A reference work (such as a book, series of books, Web site, or CD-ROM) that contains information about many different subjects or a lot of information about a particular subject.

## **Equation**

Two things are equal. For example, 2+2 and 4. This is usually written as  $2+2=4$ . Both sides of the equal sign are the same. This is an equation. In maths, this basic idea can become much more complicated, but the basic idea of an equation is the same.

## **Essay**

A short writing expressing your views. An essay must have a beginning, middle, and an end. In all essays you must answer the question that was asked in the checksheet clearly and if the question has two or more parts, you must answer the full question. Don't leave parts of the question unanswered. Write from your heart, something that is real to you or that you have experienced or that you would not like to experience. Keep the English short and simple.

## **Excel**

A software product made by Microsoft and used as a spreadsheet for calculating and recording various numbers or values. See 'Computerized spreadsheets' above.

## **Expect**

To regard as probable or likely; anticipate: "he expects to win". This can also be a strong 'thought' or personal decision, for example, "I fully expect to do well in my new job."

It also means to decide that (something) is required or necessary; "the boss expects us to work late today"; from Latin *exspectāre* to watch for, from *spectāre* to look at.

## **Facilitator**

A Facilitator is not a teacher, in the traditional schoolteacher meaning. A Facilitator is a skilled person who make things easier for the learner. They guide and assist. The English word 'Facilitate (verb)' means to make (an action or process) easy or easier.

## **Fasset**

South Africa is divided into 21 sectors for the purpose of organizations in each sector paying a fee, via the government, back to sector education & training authorities (Seta), one per sector, who in turn are responsible for spending these fees in their sectors, to develop skills in a way that moves the country more to a balance racial mix within each sector. These Setas were created to deal with some of the imbalances caused by the Apartheid system up until 1994. Fasset is a sector authority responsible for accounting, finance and other financial services organizations. The word Fasset is an acronym.



## **Flash in the pan**

Someone who enjoys short-term success but then fails. Long ago, when using a gun, you would have to put gunpowder (a powder that burns) into a little pan and spark the powder, to make the gun fire. If this did not work, there would be a flash of burning gun powder, but no final product of the gun shooting the bullet.

## **Focus**

To focus is to pay attention in a concentrated way. This is a verb, an action you can take. If we refer to your focus, this is a noun. Your focus would be that thing that you have placed your attention on.

## **Formula**

A general relationship, principle, or rule stated, often as an equation, in the form of symbols. It is also a method, pattern, or rule for doing or producing something, often one proved to be successful; from Latin: form, rule.

## **Google and google**

Google refers to the software product by its official name. The verb, to google something, has now become commonly used. To search for something in Google, is to google it.

## **Gradient**

Each of the steps in a gradual approach to something taken step by step, level by level, each step or level being, of itself, easily attainable—so that finally, quite complicated and difficult activities can be achieved with relative ease. The term *gradient* also applies to each of the steps taken on such an approach.

## **Graduate**

A learner who passes a course of study or learning is called a graduate. This word is a noun. There is also a verb, to graduate. The learner graduated. A different meaning completely, is to graduate something by an increasing number of steps. *Learning material should be graduated in sequence, firstly with basic concepts and then adding more and more information, giving the learner a greater and greater understanding of the subject.*

## **Greek philosophers**

Around 600 BC through to later times, many famous wise men developed their views of the world and life. These were people like Socrates, Aristotle and Plato, for example. They are still studied in modern times.

## **Henry Ford (1863-1947)**

He founded the Ford Motor company and was the first to make cars available through mass production to the average person. Before that cars were 'expensive curiosities'. His actions caused others to do the same and thereby transform the industrial world across the world.

## **Hit a wall**

This is when you suddenly come up against a barrier of some kind and stop the activity. *You started a business and hit a wall when your finances were not approved by the bank.*

## **Hurtled (Hurtled)**

To move at great speed, or, to throw with great force. *The speeding train hurtled down the track. He was slightly angry and hurtled the basketball ball at the other player.*

## **Idiom**

A few words together that mean something as a sentence, but not if you tried to understand it by looking at the individual words. *To kick the bucket*, means to die. If you looked at each word only, it would not make sense. It does not mean to actually kick a bucket with your foot. It means to die or pass away. It is an idiom of the language. There are many idioms in the English language.

## **Illinois**

This is a state (like a province in South Africa) in the Midwestern United States. Chicago is the largest city in Illinois.

## **Illustrate**

This means to show by use of examples or comparisons. In our course the word means to use pictures or drawings to show something. An illustrated dictionary would have pictures and drawings that show the meaning of a word.

## **Immune system**

This is a very clever system built into the body that has the job of fighting disease or infections. Certain foods can improve your immune system. The word immune means to be in a condition where infections or diseases do not affect your body.

## **Industrialist**

Someone who works in an industry as a leader or founder. Industry is an organized economic activity concerned with manufacturing, mining and the processing of raw materials, or construction.

## **Intent, intention**

Intent implies a sustained unbroken commitment or purpose, while intention implies an initial aim or plan. Intent adds mental power to an intention. An intention is an aim (as distinct from capability) to execute a specified course of action. Intention implies a visualized result that you have in mind.

## **Interactive**

Allowing or relating to continuous two-way transfer of information between a user and the central point of a communication system, such as a computer or television or, two or more persons acting upon or in close relation with each other; interacting.

## **Interpose**

1. To place between; cause to intervene
2. To make a comment or to ask a question in the midst of a conversation or discussion
3. To bring influence or action to bear between parties, or on behalf of a party
4. To come between other things

## **Intricate**

When something has many different parts or things involved in it, and is a bit complicated, it can be said to be intricate. *The clever birds made very intricate nests out of all kinds of sticks and leaves. The wedding dress had lots of intricate beads that took a long time to finish.*

## **IQ**

Intelligence Quotient. When we divide one number by another, the result or the answer is called a quotient. 12 divided by 2 is 6. The number 6 in this example is the quotient. When we take our mental age divided by our actual age we end up with a figure called an Intelligence Quotient. The mental age is worked out by the person answering a series of questions designed to measure mental age.

IQ is the person's ability to reason, compared to their age.

Used informally, or as a slang usage, to add IQ to our discussion would mean to add some intelligence or better or smarter thinking.

## **Islam**

The religion of the Muslims, as set forth in the Quran, that teaches that there is only one God, Allah, and that Muhammad is His prophet.

## **Jim Carrey**

He is an actor, comedian, screenwriter, impressionist and producer. He is worth approx. 150 USD. Some of his movies are Ace Ventura: Pet Detective, Dumb and Dumber, The Cable Guy, Bruce Almighty, Kick-ass.

## **Journal**

This has a few definitions, like a diary of your daily events or thoughts, a newspaper; an accounting or official daily record. *The person shared her thoughts and comments with a large group of people who visited her blog every day. She kept a daily journal, in the form of an online blog.*

## **Judgment**

The capacity to assess situations, circumstances and information and to then draw sound conclusions; good sense. Judgment says you can observe, you can see differences and make informed decisions or have informed opinions.

## **Judy Baker**

Judy is the President of the Board of the Bay Area Independent Publishers Association (San Francisco USA). Her business expertise includes strategies for turning expertise into information products. She started a company called Completely Creative. "I help coaches and consultants reveal or enhance the true essence of their business. I mentor entrepreneurs in the art of client attraction, Visual and Verbal Communications and Results-Based Marketing". She writes articles under the name Success Notes.

### **Justify**

To prove or show (a person, action, opinion) to be just, right, desirable or reasonable. "How can the government justify the spending of millions of pounds on weapons when there is so much poverty in the country?"

Also it means; to be a good excuse for. "Your state of anxiety does not justify your being so rude to me"; from the Latin 'just' meaning 'fair'.

### **KPI (Key Performance Indicator)**

A KPI is a statistic, a measurement of something. (See Statistic below)

'Key' means the most important ones. Performance is how you are doing against some expectation or objective. An indicator is something that indicates or shows something. In this case an indicator is a measurement of some kind.

If you sold cell phones each day, your KPI could be "The number of cell phones sold".

A KPI is a statistic of some kind. A KPI measures an important piece of information about how you are doing in your job. Or it measures how the company as a whole is doing.

If you were a banking consultant that gets new clients to take your bank's services, you could have, for example, 2 KPIs:

Number of new clients you have spoken to about the bank services

The number of new clients you have signed up to take the bank's services.

At the end of a month you could have 40 clients spoken to and 10 clients signed up. Those would be KPIs in this example.

## **L. Ron Hubbard**

Primarily an author, he wrote extensively on many subjects including communication, education and study. He also covered subjects like philosophy, organization and the humanities. (1911 to 1986)

### **Ledger books (ledgers)**

See 'Computerized spreadsheets' above.

## Mayans

Maya was a civilization, located generally in the current area of Mexico, with agriculture and cities lasting from around 2000 BC to 1697 AD. They had a sophisticated language and system of writing. Many of their cities were abandoned, mysteriously, around AD 900. The invading Spanish destroyed them by 1697.

## Meander

As a verb, a road or river following a winding course or path. It is also to proceed with little purpose, aimlessly. *The river meandered through the beautiful countryside. People meandered in the shopping mall.* As a noun it would be a curve or bend in the road or river. Also, an aimless or an indirect journey. *We decided to take a meander through the farming areas.*

## Michigan

This is a state (like a province in South Africa) in the Midwestern United States. Detroit is the largest city in Michigan, known as Motor City due to many vehicle manufacturer headquarters being in Detroit. It is near Illinois and also has a border with the country of Canada.

## Model

(See formula). A simplified description of a system designed to assist with calculations and predictions. A communication model is a simpler description of a more complex subject.

## Narcissistic

A narcissist has an excessive admiration of themselves. This occupies their thoughts and behaviour. You could say, it is someone in love with themselves. They are unusually selfish. Everything is about them. It can also be described more seriously as a personality disorder. Narcissists can also have cynical hostility and antagonism towards others that they choose to oppose, or who oppose the narcissist. This is a noun. An adjective would be *he is narcissistic in his manner and behaviour*. The condition would be referred to as narcissism. In the workplace they often love status symbols like cars, gadgets or office views, and personally, they love flattery and attention from colleagues and subordinates.

From 800 BC we have many great stories known as Greek myths. [A myth is an ancient story that explains the world around us. A myth can also be a false story]. One of the Greek myths says Echo, a beautiful young girl fell deeply in love with Narcissus, a young Greek man. He ignored her. She was devastated. Narcissus one day went past a pool of water and saw his own reflection and fell deeply in love for the first time. He was so in love, he stayed there, gazing at his reflection, day after day, wasting away until he died. All that was left, after he was gone, was a flower, which was called Narcissus, still around today, and in South Africa is known as the daffodil.



## **National Communication Association (NCA)**

This is a not-for-profit membership-based scholarly society founded in 1914. NCA's mission is to advance Communication as the discipline that studies all forms, methods, media, and consequences of communication through human, social, scientific, and aesthetic channels.

NCA promotes the widespread appreciation of the importance of communication in public and private life, the application of competent communication to improve the quality of human life and relationships, and the use of knowledge about communication to solve human problems.

NCA's office is located in Washington, DC, USA.

## **NATO**

This is the acronym for North Atlantic Treaty Organisation. It is an organization formed in 1949 for the purpose of collective defence: originally comprising Belgium, Canada, Denmark, France, Iceland, Italy, Luxembourg, the Netherlands, Norway, Portugal, the United Kingdom, and the United States. It was later to include Greece, Turkey, Germany, Spain, the Czech Republic, Hungary, and Poland. NATO can send military support to areas within the NATO countries that are experiencing trouble.

## **Nauseous**

This means feeling sick or ill. It comes from the Greek word for seasick.

## **NB**

Nota bene. This is a Latin phrase meaning to note well or to take note.

## **Norms**

A standard of behaviour considered acceptable or proper by a social group.

## **Northwest**

See 'Points of a compass' below.

## **Obligation**

An action you feel bound to do because of your own agreement, because of your society, your conscience (inner moral sense) or because it's the law.

## **Obligatory**

Mandatory. Something that has to be done that way. At one time, the Catholic Church Service was delivered completely in Latin, until the 1900's. It was obligatory. The sentence where this is used in our course says: "Obligatory language of Catholic liturgies". Liturgy means the public services offered by the Church and how this is done, what form it follows and so on.

## **Orientation**

The definition we use for this word is “making someone familiar with something”. If you do not know a subject or area, you could start becoming familiar with it so that you better understand what it is. This would be a process of orientation to the new subject or activity.

## **Oxford, England**

This is a city in southern England, northwest of London.

## **Parenthesis**

This means in brackets or it means an explanation in the sentence that does not affect the meaning of the sentence but is added for better understanding. The parenthesis can be between dashes or, more commonly, between brackets. *He said his name (family name) was Khumalo.*

## **PARSE**

See the definition of CRAAP. These 2 sets of guidelines are similar. We have used PARSE instead of CRAAP, as a guide to evaluating what you are researching or reading. PARSE is an acronym for Purpose, Author, Recent, Suitable, and Evaluation of content. The explanation of PARSE is in the relevant chapter in this course manual.

## **Parse**

The normal English word ‘parse’ means, according to various dictionaries, in the study of language, to study or analyze the parts of a sentence by breaking up a sentence or a word into its parts. To parse a sentence. Our definition refers to learning something by looking at its parts closely. We have used the acronym PARSE as a suggestion that when evaluating what you learn, you are parsing the information to see if it is relevant to you or not.

## **Particle**

This means a small part or piece of something. It can also mean an item. In this course we mean items or people or generally anything within an organization that moves from somewhere to somewhere else. A few examples of particles within an organization are:

- Invoices
- Purchase orders
- Books or manuals
- Stationary items
- People
- Electronic messages or calls
- Any paperwork of any kind
- Factory items or parts

## **Peer**

(Noun) a person who has an equal standing with another. *University second-year students are peers. All Chartered Accountants are peers. All Kaiser Chiefs players*

*are peers.* A peer is a person who is a member of the same group as yourself. Your peers at school were those people in the same class as you and who spent time together. Your peers at work are those people at your level who you like and interact with. Your peers are the group of people that you feel a part of. They are your friends. This is known as your peer group.

### **Perturbed**

To perturb is to upset someone's calmness or to cause some nervousness or unbalance in their mind. *He was perturbed by the fact that they both did not get their salary cheques on time. The article I read was disturbing and troubling. I was perturbed by what it said.*

### **Philosophy, Philosopher**

The word comes from a Greek word meaning a lover of wisdom. A philosopher thinks about life, its meaning and why things are the way they are. A philosopher often looks at questions of morals or ethics or the ability to reason and think. A philosopher usually has a way of looking at life and the world, and that view becomes their philosophy. Philosophy is a subject you can study at university or one can read about. There are many philosophers with many philosophies.

### **Pique**

1. A feeling of resentment or irritation, as from having one's pride wounded.
2. To cause to feel resentment or irritation.
3. To excite or arouse (It piqued my interest).

The word comes from the French meaning to 'prick'.

### **Placement Officer**

In a company like a work-readiness organization, the learner is selected onto the program, completes the full training program and then is placed into employment by a Placement Officer. This person knows clients who need staff and arranges CVs, helps prepare learners for interviews, makes appointments for interviews and manages all the admin required for final placement.

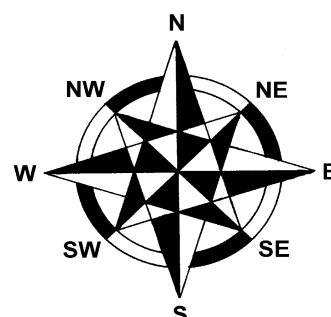
### **Podcast**

An audio file similar to a radio broadcast, which can be downloaded and listened to on a computer, mp3 player, mobile phone or other device. If you search on your Android or Apple app-store for podcasts, you will find hundreds of them on all kinds of subjects.

### **Points of a compass**

The points of a compass are:

North, South, West, East, Northwest, Southwest, Northeast, Southeast.





## **Policy**

Long-term guiding agreements that holds a group together. Examples could be that we start work at 8 am; we hire people with strong purpose to help others. Organizations often have hundreds of policies covering all parts of their business.

If you buy a funeral policy from an insurance company, this is a different definition for the same word. Here it means the document that lays out your agreements with the insurance company, including all the rules and regulations regarding this agreement.

## **Precept**

A rule or principle explaining a course of action or a way of conducting oneself.

## **Predator**

A person who ruthlessly exploits others, "a sexual predator". To exploit is to take advantage of someone in an unfair or nasty or in a harmful way.

## **Prejudice**

An opinion formed unfairly without all the facts.

## **Principal**

The word 'principal' is different to 'principle'. This means the main thing or person, or it means the head of a school. *He was the principal of the high school. She was the principal actor in the movie.*

## **Principle**

This has different meanings, but in our course we mean it is a rule or a way of behaving that is morally good and thoughtful. It is a quality that is good in a human being. In some meanings, it can be a basic truth. The principles of science, for example. *She did not eat meat because it was against her principles. Some businesses use the principle that a customer is always right. Talking about private conversations he had with a colleague, to a friend, was not good and against his principles.*

The word 'principal' is different. This means the main thing or person, or it means the head of a school. *He was the principal of the high school. She was the principal actor in the movie.*

## **Private Sector**

See Public Sector below.

## **Procrastination**

To put off doing something, especially out of a habit of carelessness or laziness. To postpone or delay unnecessarily.

## **Profession**

This usually refers to an occupation, such as law, medicine, banking, accounting or engineering that requires considerable training and specialized study. It can also mean, in a more general sense, any occupation or career.

## **Professional**

A professional is someone who flows a profession. It also means someone who is an expert or very competent at some field of knowledge. A professional behaves in a way that is admired by others.

## **Professional Development**

This refers mostly to a professional, like a doctor, lawyer, accountant or engineer and the need for these professionals to continuously learn and keep up with their profession.

## **Program**

The words Program and Project are often used to mean the same thing. A project *can* be looked at as a part of an overall program. For example, a program to research the income of graduates, could have a project to find the learners to survey first, as part of the overall research program. You will probably find, though, that many writers use the two terms to mean the same thing.

## **Project**

(See definition of 'program')

## **Promiscuous**

Having casual sexual relations frequently with different partners; indiscriminate (not choosing carefully) in the choice of sexual partners.

## **Pronunciation key**

The word 'key' means that thing you use to lock a door, for example. It has another definition, in this case, which means a table or code for working out the answer to something. In this course we refer to a 'pronunciation key' which gives us a table of symbols that tell us how to pronounce a word.

## **Prophet Muhammad (570-632 AD)**

The prophet believed by Muslims to be the channel for the final unfolding of God's revelation to mankind: popularly regarded as the founder of Islam. He began to teach in Mecca in 610 AD but persecution forced him to flee with his followers to Medina in 622. After several battles, he conquered Mecca (630 AD), establishing the principles of Islam (embodied in the Quran) over all Arabia. Medina and Mecca (Makkah) are cities in Saudi Arabia which is a country in the Middle East area of the world.

## **Public Sector**

The use of the words 'public' and 'private' can be confusing sometimes. A public sector organization is one that is run by national or local government. Your local

municipality is a public sector organisation. The police, health or education departments of government are public sector organizations. They are there to serve the public.

Private organization or private sector organization are those run and owned by individuals.

A different use of the word 'public' refers to the-man-in-the-street and is actually referring to private individuals. This is where confusion can come in. The 'public' is you and me, private individuals.

### **Quest**

(Noun) a search for something, pursuing something. *He was on a quest for diamonds when he arrived in Kimberley. He was on a quest for business excellence as a business owner. A quest for the perfect partner is not always possible, according to some people.*

### **Quran or Qur'an or Koran**

We have chosen the first spelling for use in our course. Muslims believe the Quran to be the book of divine guidance revealed from God to Muhammad through the angel Gabriel over a period of 23 years and view the Quran as God's final revelation to humanity. They also believe that the Quran has solutions to all the problems of humanity irrespective of how complex they may be and in what age they occur. It is referred to as The Holy Quran. See Islam, above.

### **Relevant**

If something is relevant, it has something to do with the issue being spoken about or learned. *Knowing what a principle is, is relevant to a work-readiness workshop.* In a bigger way, relevant can mean having a valuable role in society or in life or in the culture. *Slaughtering a bull in a cultural ceremony can be relevant in some areas, even today. Saying that the man is the only breadwinner, may not be relevant today.* If someone says you have to stay relevant to succeed, it means you must keep up with your interests and areas of knowledge. You need to keep learning to stay relevant. If you do not, the knowledge you now have will be irrelevant over time, as new things develop.

### **Rome and (Roman numerals)**

A city in southern Italy. The numbering system (numerals) they used, is explained at the end of this glossary. Do the exercise described to understand Roman numerals better.

### **Rule-of-thumb**

A useful principle having wide application but not intended to be strictly accurate or reliable in every situation. Someone may say their rule of thumb when choosing to watch a movie is to mostly avoid horror movies.

## Sector

If we look at the South African economy as a whole we could then divide it into smaller parts, sometimes called sector. A sector is a part of a whole. The private sector is an example.

## **Seta**

Sector Education and Training Authority. There are about 21 Setas in South Africa that look after skills development and transportation through skills development. There is a Seta for banking, for example, called Bankseta. Others are Wholesale and Retail Seta, Transport Seta and so on. Setas receive funds from the organizations they represent, all banks for example, and use these funds to develop skills in that sector using various projects.

## Sheath

A close-fitting cover for a knife, dagger or sword. A knife usually has one cutting edge. A dagger often has both edges as cutting edges. It is often referred to as a knife to stab someone. A sword has a much longer blade.



## Significance

Any thought, decision, concept, idea, purpose or meaning connected with something; as opposed to its mass or the thing itself.

## **SIM cards**

A card that is inserted into a device (such as a cell phone) and that is used to store data (as phone numbers or contact information). The origin is 'subscriber identity module' with its first known use in 1991.

## Simulator

To simulate is to copy or imitate something. If we simulated a dog barking, with our own voices, that would be a simulation. A simulator is often a training device or machine or system that is like the real thing. Pilots are taught to fly planes in flight simulators.

## Sketch

A simple drawing done rapidly and without a lot of detail.

## **SME (SMME)**

A small or medium-sized enterprise is an SME (business). If we add micro enterprises, we have the initials SMME. In South Africa, the definition of what is a small business and what is a medium-sized business, depends upon the category of business. Most categories (retail, IT, catering, transport, finance) define these sizes as:

Micro: Up to 5 staff  
Small: Up to 50 staff

Medium: Up to 120 staff

In some categories like construction and mining, medium is up to 200.

Many countries have different definitions. For example, in Europe, there are three broad parameters which define SMEs:

Micro: Up to 10 employees

Small: Up to 50 workers

Medium: Up to 250 employees

### **Smokescreen**

An action or statement, something you say, that is used to hide or conceal actual plans or intentions.

### **Socrates**

See Greek philosophers.

### **Statistic**

A number that represents a piece of information (such as information about how often something is done, how much it is in value or money and so on). For example, the country exported 100 cars. That is a statistic: 100 cars. A simple statistic would be what is the population of South Africa? About 50 million. This is a statistic as well. See KPI definition. Statistics can be simple numbers on a page, or a drawing of numbers, or a chart or a graph.

Statistics can be many different things, and KPIs are one type of statistic.

### **Stock**

1. Stock is like we see at a shop. Stocks of clothes or food. The stock in a store is all the goods stored and available for sale.

2. Another definition is when stock is used as a word that means a share. If you have stock in a company, you own a share of that company. Joburg Stock Exchange (JSE) is a place where shares in companies can be bought and sold.

### **Strategy (Strategies)**

You could have a plan to do something. Get your driver's license, for example. A strategy would be longer-term and would cover all types of activities in the overall plan. A plan might be to sell 20 cell phones. A strategy might be to figure out how to sell 20 phones a month for 10 months. This may involve finding where the customers are, how to get the phones, how much profit you need to make and then how to go about selling these phones over the next few months.

### **Study Partner**

The fellow learner with whom one is paired. Two learners studying the same subject and helping each other are said to be Study Partners.

### **Substance**

This word has different meanings:

1. The physical matter of which a thing consists. A pen has substance, but an idea has no substance.
2. The central or important meaning of a written or spoken thought
3. Something that has a strong or meaningful quality
4. Material possessions or wealth: a man of substance.

## **Synthesis**

A combination of two objects or ideas into one more complex thing or idea. Your Dictionary says, synthesis is defined as combining a number of different parts or ideas to come up with a new idea or theory. *An example of synthesis is when you read several books and use all of the information to come up with your own combined view on the subject.*

In science you can take two gases, oxygen and hydrogen, synthesize them and end up with water. Water is a combination of these two gases.

## **Talmud and Torah**

Some of the ancient writings that form the basis of the Jewish religion.

## **TED Talks**

TED is a non-profit organization devoted to spreading ideas, usually in the form of short, powerful talks (18 minutes or less). TED began in 1984 as a conference where Technology, Entertainment and Design (TED) converged, and today covers almost all topics, from science to business to global issues, in more than 100 languages.

## **Tedious, tedium**

Tedious (adj) is when something is boring or tiresome (making you tired or bored) because it is taking too long, or it's too slow or there's too much repetition or some other reason. *A tedious job, a tedious talk, a tedious explanation.* Tedium is a noun. It is the state of being tedious. *We experienced the tedium of a lecturer that was too slow, too boring and uninteresting.*

## **Term (s)**

One meaning is a definite period of time, like a school term, for example. The word term also means the words of a subject, often a specialized subject. Whatever your area of interest, there will be a set or terms, words, that are connected to that subject.

## **Tenets**

A tenet is any principle, opinion or belief held by a person, group, profession or movement. It is often a belief held by the person or group. A doctrine is a more official principle like a rule, religious belief or professional rule. *Churches have many doctrines covering baptism, conduct of a service and hundreds more.*

## The Big Short

A book written by Michael Lewis and a movie made with the same name, based upon the book. In 2007/8 the world experienced a massive financial crisis, the effects of which are still evident today. The majority of people did not see it coming. Did not observe. A very few did look, and after it was all over, made a fortune out of their unique observations.

### Three dimensional (3D)

This drawing is in two dimensions. It is drawn on a flat page. If we looked at it in real life, we would see it in 3 dimensions. A dimension is a measurement of the size of something in a particular direction, such as the length, width, height, or diameter. This sphere looks like a sphere, but is just 2 dimensions, height and width only. We cannot see yet how deep it goes or how far across it is.



### 3D Printing



3D printers are a new generation of machines that can make everyday things. They're amazing because they can produce different kinds of objects, in different materials, all from the same machine.

A 3D printer can make pretty much anything from coffee cups to plastic toys, metal machine parts, stoneware vases, fancy chocolate cakes or even (one day soon) human body parts.

The exact image and instructions are created electronically, on a computer, and sent to the device that then makes it from various materials that you have placed into the machine.

### **3G/LTE**

3 G refers to transmission speeds of data. 3G is called 3G if it can send or handle around 2 megabits per second. LTE is Long-term evolution or 4G. This is faster and should handle up to at least 100 megabits per second and up to 1 gigabit per second. A bit is a piece of data. These are the speeds of data transfer, per second:

Kilobit: 1,000 bits per second

Megabit: 1,000 kilobits per second

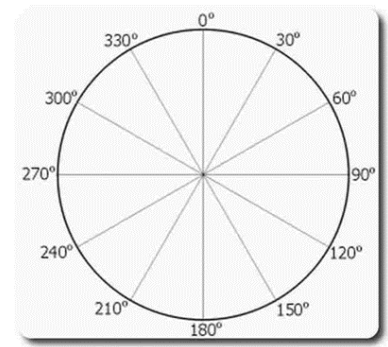
Gigabit: 1,000 megabits per second

Terabit: 1,000 gigabits per second



## 360-degree view

This means looking at something from all viewpoints all around the person. Seniors' view of the junior. Juniors' view of the senior. Colleagues' view of the person. In other words, the person gets feedback from up and down and across the organization. A full circle has 360 degrees or measures.



## Tilde

This is a symbol “~” that can be found on your keyboards. In mathematics it means ‘approximately’. In language it is used to show how a letter is pronounced, especially in Spanish or Portuguese.

## Timely

When something is timely it means it happened at the right time or at a convenient time. It was well-timed. *Because the doctor's treatment was timely, she has a good chance of recovery. He arrived at the class in a timely manner so that he could write his exams without any trouble.*

## Transforming (Transform)

To change the appearance of someone or something. *She transformed her image by dressing professionally.* To change the way something looks or works. *They transformed the old warehouse into a smart modern apartment.* It also means to convert something to something else. *Like transforming water to steam, for example.*

## Trend

The general direction in which something tends to move.

## **Tunnel farming**



Easy to control temperature and the environment.

## Twenty First Century (21<sup>st</sup>)

From January 2001 to December 2100.

18<sup>th</sup> century      1701 to 1800

19<sup>th</sup> century      1801 to 1900



20<sup>th</sup> century      1901 to 2000

21<sup>st</sup> century      2001 to 2100

## UK

United Kingdom, made up of England, Scotland, Northern Ireland and Wales.

## Understanding

Having a clear and true idea or conception or full and exact knowledge; the power to receive and register a clean and true impression.

## UNESCO

This is an acronym for United Nations Educational, Scientific and Cultural Organisation. It strives to build networks among nations that support international cooperation in education, building intercultural understanding, pursuing scientific cooperation, protecting freedom of expression. For example, a tsunami hits an area with no warning system in place. UNESCO would work with many countries to create such a system to avoid disasters due to not having a warning system in place.

## Utilitarianism

A system of ethics according to which the rightness or wrongness of an action should be judged by its consequences. The goal of utilitarian ethics is to promote the greatest happiness for the greatest number. According to Business Dictionary, Utilitarianism was proposed by the English philosopher Jeremy Bentham (1748-1832) in his 1789 book 'Principles of Morals and Legislation'. It was developed by the English philosopher/economist John Stuart Mill (1806-73) in his 1863 book 'Utilitarianism'.

## Value-added tax (VAT)

If you go to your local supermarket and buy a tin of beans and pay R11.40 for it, the price includes 14% that is called Value-Added Tax. The basic cost to you of the tin of beans is R10.00. The government adds 14% on top of the R10.00 and this comes to R11.40. This is R1.40 higher than R10.00. This extra R1.40, or 14% of the price, is paid by the shop to the government. The government uses it to pay for all its expenses including education, police, and government salaries and so on.

## Venerable

If someone is venerable, it means they deserve respect because of their age, their character or their position. It also means very high respect for a religious person or thing. *The old man was very wise and helped many people. The venerable man walked the streets assisting and advising others. Going through Europe we saw many venerable religious buildings.*

## Virtual

Having most properties, the appearance, essence, or effect, of something without being that thing. (businessdictionary.com)

Usage Note: when virtual was first introduced in the computer sense, it applied to

things simulated by the computer, like virtual memory—that is, memory that is not actually built into the processor. Over time, though, the word has been applied to things that really exist and are created or carried on by means of computers.

Virtual conversations are conversations that take place over computer networks, and virtual communities are genuine social groups that assemble around the use of e-mail, webpages, and other networked resources.

The words virtual and digital and the prefixes e- and cyber- are all used in various ways to describe things, activities, and organizations that are carried out mainly in an electronic medium.

E-commerce  
Cyber-community  
Cyber-cash  
Cyber-church  
Cyber-security

The list above all involve digital technology. Digital is the most comprehensive of the words, and can be used for almost any device or activity that makes use of or is based on computer technology, such as a digital camera or a digital network.

Virtual tends to be used in reference to things that mimic (copy) their "real" equivalents. Thus a digital library would be simply a library that involves information technology, but a virtual library would only exist in electronic form.

## **Visual**

This means something is able to be seen by the eye. Visual learning refers to the use of pictures, charts, drawings or apps that you see or sense the information being learned. Visible means it can be seen. Vision refers to what you can see. *Clear vision.* Vision also refers to an image in your imagination that you can see. *Your vision of the future, for example.*

## **Washington, DC, USA**

The USA is the United States of America sometimes called America or 'The US'. Washington DC is where the US President's home and offices are, called the White House. Washington DC is also the seat of the national government of the USA. The USA has 50 states (provinces in South Africa) and one of them is called Washington or Washington State. Washington DC is a district, not a state, and this district is known as the District of Columbia (nothing to do with the country of that name in South America) or DC. This is why this area of the USA is called Washington DC.

## **Watchword**

A word or phrase expressive of a principle or rule of action; slogan.

## **Weblog**

This comes from the word 'web' plus the word 'log' (or diary or journal). Sometimes called a blog, which is a shortened version of the word 'weblog'. See definition of blog, above. The web is the World Wide Web, or the internet.

## Wisconsin

This is a state (like a province in South Africa) of the USA, located in the north-central of the country. The Wisconsin State Fair started out in 1851 as an agricultural show and over the years has expanded to include many different events, stalls and displays.

## **Work-ready, work-readiness**

We have learned over the years what is needed by high school, college or university graduates to succeed in a new job in the workplace.

There are many courses and workshops that are designed to assist new learners to fit into the workplace once they get a job. Some of these courses cover basic things such as writing CVs and how to deal with a job interview. Other courses go further and include life skills such as client and communications skills, being familiar with an office environment or principles or rules of professional conduct.

When someone is work-ready, they have done these courses and learned these skills, making their entrance to the workplace that much more successful for both the employee and employer.

## Xylophone

A musical instrument consisting of wooden or metal slats of various lengths, which produce different notes when struck by wooden hammers.



## Roman numerals: short explanation

I	1	XXI	21	XLI	41	LXI	61	LXXXI	81
II	2	XXII	22	XLII	42	LXII	62	LXXXII	82
III	3	XXIII	23	XLIII	43	LXIII	63	LXXXIII	83
IV	4	XXIV	24	XLIV	44	LXIV	64	LXXXIV	84
V	5	XXV	25	XLV	45	LXV	65	LXXXV	85
VI	6	XXVI	26	XLVI	46	LXVI	66	LXXXVI	86
VII	7	XXVII	27	XLVII	47	LXVII	67	LXXXVII	87
VIII	8	XXVIII	28	XLVIII	48	LXVIII	68	LXXXVIII	88
IX	9	XXIX	29	XLIX	49	LXIX	69	LXXXIX	89
X	10	XXX	30	L	50	LXX	70	XC	90
XI	11	XXXI	31	LI	51	LXXI	71	XCI	91
XII	12	XXXII	32	LII	52	LXXII	72	XCII	92
XIII	13	XXXIII	33	LIII	53	LXXIII	73	XCIII	93
XIV	14	XXXIV	34	LIV	54	LXXIV	74	XCIV	94
XV	15	XXXV	35	LV	55	LXXV	75	XCV	95
XVI	16	XXXVI	36	LVI	56	LXXVI	76	XCVI	96
XVII	17	XXXVII	37	LVII	57	LXXVII	77	XCVII	97
XVIII	18	XXXVIII	38	LVIII	58	LXXVIII	78	XCVIII	98
XIX	19	XXXIX	39	LIX	59	LXXIX	79	XCIX	99
XX	20	XL	40	LX	60	LXXX	80	C	100
								D	500
								M	1000

1. Write out for yourself, numbers 1 to 10
2. Write down 10, 20, 30, 40, 50, 60, 70, 80, 90 and 100
3. Write down 500 then 1,000
4. Write down 11 to 20

Notice the system they use of IX being 'one before X'. In other words, 9 is one before 10.

V is 5, so 4 is one before 5, or IV.

This system runs through their whole numbering pattern.

I

II

III

IV (one before 5)

V

VII

VIII

IX (one before 10)

X

This pattern can be seen later on.

Twenty is XX, therefore 19 is XIX.

Once you know this basic pattern, you will be able to work out what a number is.

C is 100. 90 is 10 before 100, or XC.

91 is XC1

92 is XCII

93 is XCIII and so on.

99 is XCIX

The same applies to 100s.

C then CC then CCC then CD where D is 500. CD means one hundred before 500.

### Exercises:

What is MMIV?

What is your age?

What is 56?

What is 98?

You are driving down a road and see an older building that says "Founded in MCMLXVIII". This would be 1968. Check to see if that is correct?

Pick something interesting and work it out for yourself.