



FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA
SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY
DEPARTMENT OF INFORMATION AND MEDIA TECHNOLOGY

FIRST SEMESTER 2016/2017 EXAMINATION

COURSE CODE: CIT 516
COURSE TITLE: Professional Communication and Personal Growth Laboratory
CREDIT UNITS: 2
TIME ALLOWED: 2 Hours
COURSE LECTURER(S): I. O. ALABI
NUMBER OF QUESTIONS: 4
NUMBER OF PAGES: 2 (INCLUDING THIS PAGE)

INSTRUCTIONS

- Answer all questions
- Do not use red pen
- Please use a clear handwriting
- This exam is closed book, closed notes, closed laptop and closed cell phone
- Please use non-programmable calculators only



Attempt ALL questions

1. Name the four goals of business communication. Identify the most important one, and explain why it has this distinction. (15 marks)
2. a) Define "Assertiveness" (3 marks)
b) Explain three possible positions in assertiveness. (6 marks)
c) What are the behaviour of assertiveness. (6 marks)
3. a) What is Negotiation? (2 marks)
b) Why do we negotiate? (3 marks)
c) Describe the essential stages in the process of negotiation. (6 marks)
d) When a negotiation between two interested parties fails, what are the next steps? (4 marks)
4. a) Distinguish between Reports and Proposals. (3 marks)
b) Outline the types of reports and proposals you know. (6 marks)
c) What are the qualities of a good proposal? (6 marks)