

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

First Semester B.Tech Examinations 2013/2014 ACADEMIC SESSION

Course Title: Professional Communication and Personal Growth Laboratory
Course Code: CIT516 **Credit Units:** 2

Time Allowed: 2½ hours

June 2014

Section A

Write on any FOUR of the following list:

0. i) Participative team ii) Memos Vs. Letters iii) Neutral messages
 iv) Social business messages v) Team Leads and their qualities.

Section B

Answer any FOUR questions

1. Name the four goals of business communication. Identify the most important one, and explain why it has this distinction
2. Which communication barriers do you consider to be more serious, verbal or nonverbal? Name two communication barriers and explain how each can be overcome.
3. a. List and explain the seven standard parts of a letter.
 b. Rewrite any of the complimentary closings that are not appropriate for the situation.

Situation

Complimentary Closing

- | | |
|-----------------------------------|--------------|
| a. Letter to your state senator | Cordially |
| b. Letter to a new customer | Respectfully |
| c. Letter to a long-time customer | Sincerely |
| d. Letter to a Manager | loyally |
| e. Letter to an award organizer | Gratefully |

4. What is a team? What are the major factors to consider when structuring a team?
5. Distinguish between *Passive* and *Active* listening. What are the factors that can enhance listening?