FEDERAL UNIVERSITY OF TECHNOLOGY, MINNA

SCHOOL OF INFORMATION AND COMMUNICATION TECHNOLOGY

DEPARTMENT OF INFORMATION & MEDIA TECHNOLOGY

FIRST SEMESTER 2015/2016 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

1. What is a Team? Do you consider it necessary in achieving a corporate task? Give reasons. Identify the goals of a University information technology service (ITS) unit. Assume the role of the Director of ITS, how would you segment ITS into various teams to achieve these objectives.

2. a) Define "Assertiveness"
   b) Explain three possible positions in assertiveness.
   c) What are the behaviour of assertiveness

3. a) What is Negotiation?
   b) Why do we negotiate?
   c) Describe the essential stages in the process of negotiation.
   d) When a negotiation between two interested parties fails, what are the next steps?

4. a) Distinguish between Reports and Proposals.
   b) Outline the types of reports and proposals you know.
   c) What are the qualities of a good proposal?