

UNIVERSITI SAINS MALAYSIA

Final Examination
Semester I, Academic Session 94/95

October/November 1994

AGW605 - MANAGEMENT COMMUNICATION SKILL

Time: [2 hours]

Instructions

Please make sure that this examination paper consists of TWO printed pages before you begin.

Answer ALL questions. In answering the questions, please be precise and brief.

Q1. As part of the preparation for a presentation what questions/themes should be addressed to?

[10 marks]

Q2. Write FIVE opening questions that should be asked in an interview situation to put the candidate to ease?

[10 marks]

Q3. What are some of the techniques to find creative solution in negotiation?

[10 marks]

Q4. If you have to chair a committee meeting, what advance preparation should you make before the meeting is called?

[10 marks]

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- Q5. Briefly describe all the relevant elements in communication process.
[10 marks]
- Q6. Discuss the barriers in effective listening and what should be done to improve comprehensive listening.
[10 marks]
- Q7. What are some of the problems of intercultural communication?
[10 marks]
- Q8. Write five statements as opening remarks to attract the attention of the audience in your presentation/speech.
[10 marks]
- Q9. What functions are served by non-verbal communication? Briefly indicate FIVE systems of nonverbal communication.
[10 marks]
- Q10. Highlight the problems in small group (problem solving committees) communication.
[10 marks]

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