

# COMMONWEALTH OF AUSTRALIA

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Family Name	
Given Names	
Student Number	
Teaching Period	Semester 2, 2016

<b>FINAL EXAMINATION</b>	<b>DURATION</b>				
<b>COM510 – Advanced Business Communications</b>	<table border="1"> <tr> <td>Reading Time:</td> <td><b>10</b> minutes</td> </tr> <tr> <td>Writing Time:</td> <td><b>120</b> minutes</td> </tr> </table>	Reading Time:	<b>10</b> minutes	Writing Time:	<b>120</b> minutes
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**INSTRUCTIONS TO CANDIDATES**

**This exam has two sections:**

**Section A:** Answer all Multiple Choice Questions – Suggested time allocation: 30 minutes.

**Section B:** Answer two out of four Essay Questions – Suggested time allocation: 90 minutes.

**EXAM CONDITIONS**

**You may begin writing from the commencement of the examination session.** The reading time indicated above is provided as a guide only.

This is a RESTRICTED OPEN BOOK examination

No calculators are permitted

No handwritten notes are permitted

Hard copy, unannotated English translation dictionary only

<b>ADDITIONAL AUTHORISED MATERIALS</b>	<b>EXAMINATION MATERIALS TO BE SUPPLIED</b>
none	1 x 8 Page Book 1 x 4-Multiple Choice Answer Sheet

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DOUBLE-SIDED.**

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BLANK.**

## **Section A**

### **Multiple Choice Questions**

**Total No of Marks for this section: 15**

This section should be answered on the multiple choice answer sheet provided. Please ensure that your name and student number have been written on the Answer sheet and place in the completed answer booklet.

**Please answer ALL multiple choice questions**

Marks for each question are indicated. Suggested Time allocation for Section A: 30 mins

## Section B

### Short Essay Questions

**Total Number of Marks for this section: 20**

This section should be answered in the Answer Booklet provided.

**Please answer ANY TWO out of Four questions**

Marks for each question are indicated.

Suggested Time allocation for Section B: 90 mins

#### Question 1

Compare and contrast any three of the five conflict strategies included in the managerial conflict grid.

Define each strategy, offer an example of its use, and compare it to the other strategies you have chosen.

Also, discuss one limitation of each strategy

(Marks: 10)

#### Question 2

What are these three reactions to a change in organizations?

Do these reactions occur at all stages of the change process (e.g., during the processes of change development, planning specific programs, and change implementation)?

Use an example or examples to illustrate your response.

(Marks: 10)

#### Question 3

Compare and contrast how a Classical researcher and a Critical researcher would study diversity in the workplace.

(Marks: 10)

#### Question 4

What newer kinds of organizations are becoming more important to consider in our thinking about organizational communication?

Describe these organizations and how they complicate our thinking about communication within organizations.

(Marks: 10)