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Family Name					
Given Name/s					
Student Number					
Teaching Period	Semester 1, 2019				

COM105 – Business Communications	DURATION	
	Reading Time:	10 minutes
	Writing Time:	180 minutes
INSTRUCTIONS TO CANDIDATES		
<p>This exam has three sections:</p> <p>Section A: This section is worth 10 marks. Answer all Multiple-Choice Questions. The suggested time allocation is 30 minutes.</p> <p>Section B: This section is worth 20 marks. Answer all five Short Questions. The suggested time allocation is 75 minutes.</p> <p>Section C: This section is worth 20 marks. Answer any one Essay Question. The suggested time allocation is 75 minutes.</p>		
EXAM CONDITIONS		
<p><u>You may begin writing from the commencement of the examination session.</u> The reading time indicated above is provided as a guide only.</p>		
This is a CLOSED BOOK examination		
No calculators are permitted		
No handwritten notes are permitted		
Any hard copy, unannotated English dictionary is permitted		
ADDITIONAL AUTHORISED MATERIALS	EXAMINATION MATERIALS TO BE SUPPLIED	
No additional printed material is permitted	1 x 16 Page Book 1 x 4-Multiple Choice Answer Sheet	

**THIS EXAMINATION IS PRINTED
DOUBLE-SIDED.**

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LEFT BLANK.**

Section A

Multiple choice Questions **Total Number of Marks for This Section: 10**

This section should be answered in the Answer Booklet provided.

Please answer ALL Multiple-Choice Questions

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

Section B

Short Answer Questions Total Number of Marks for This Section: 20

This section should be answered in the Answer Booklet provided.

Please answer ALL FIVE short answer questions

Marks for each question are indicated.
Suggested Time allocation for Section A: 75 mins

Question 1

List out advantages and disadvantages of the use of the following communication networks in a workplace:

- a) Chain network.
- b) Wheel network.

(Marks: 4)

Question 2

Discuss the impact of the following on communication in the workplace today –

- a) Globalization.
- b) Diverse workforce.

(Marks: 4)

Question 3

Discuss these conflict styles and provide an example to explain –

- c) Accommodating type.
- a) Collaborating type.

(Marks: 4)

Question 4

List out the positives and the negatives of using the following graphics in your documents –

- a) Table.
- b) Gantt Chart.

(Marks: 4)

Question 5

What is the 3X3 writing process?

(Marks: 4)

Section C

Short Essay Questions Total Number of Marks for This Section: 20

This section should be answered in the Answer Booklet provided.

Please answer ANY ONE question

Marks for each question are indicated.
Suggested Time allocation for Section B: 75 mins

Question 1

You have been assigned the task to develop the structure of a formal communication network at CDU. This network will be covering CDU students, staff, all colleges, departments, etc.

Provide details about the strategies that you will apply in setting up this network. List out all the details regarding the topics below. Provide examples and advantages of the strategies you will be applying for the following:

- 1) What will be the main purpose of this network?
- 2) Which communication channels will you employ?
- 3) Provide information about the expected flow of information and the network that you will expect to use.
- 4) How would you incorporate the use of social media in this system?

(Marks: 20)

Question 2

Explain what is listening and discuss the 5-stage process followed in listening.

What are the characteristics of an active listener? Could there be any barriers in the listening process? If yes, what could be these barriers?

Does the use of non-verbal communication impact the listening process? Explain your answers with reasons and examples.

Suggest any strategies for ensuring an active listening in a multi- cultural audience.

(Marks: 20)