

MGT 210: BUSINESS COMMUNICATION

How to prepare for the examinations?

1. This course has been designed by the instructor, i.e. it does not follow the structure of the textbook strictly. The instructor has added new topics and excluded several sections/chapters from the textbook.
2. The PowerPoint slides have been created by the instructor without following those provided by the publisher. As such, they will not completely match the relevant sections of the textbook. It is not essential for students to match the slides to the textbook.
3. When revising for all exams, students need to first go through all the lecture slides and then study the relevant pages/chapters of the textbook, followed by the relevant handouts.
4. Students need to understand the concepts and their applications in wider contexts. Memorizing may not lead to success.
5. All the examination questions are a test of students' "content" and "application" knowledge. Interrelations between concepts may be tested to ensure that students have a higher understanding of theory and practice.
6. Students should attempt all the "practice quizzes" available on WebCT when they are open for access usually two-three weeks before each examination.
7. All examinations will take the form of multiple-choice questions, each worth 0.5 mark. About 90% are questions with five-option choices while the other 10% are True/False type of questions.

Example of a "content" question

- Q). Which of the following components provides a need for a person to communicate?
- a). medium
 - b). stimulus (*Answer)
 - c). message
 - d). filter
 - e). all of the above

Example of an "application" question

- Q). Your manager asks for a report that includes recommendations of computer systems to be installed in your offices. What barriers are likely to arise if you use abbreviations like "FPU" and "SSE" that the manager may not understand?
- a). overabstraction and ambiguity
 - b). inappropriate use of expressions
 - c). polarization
 - d). differences in interpretation
 - e). inadequate knowledge or vocabulary (*Answer)