

ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)

Department of Computer Science and Engineering (CSE)

MID SEMESTER EXAMINATION

SUMMER SEMESTER, 2016-2017

DURATION: 1 Hour 30 Minutes

FULL MARKS: 75

Hum 4831: Business Communications and Law

Programmable calculators are not allowed. Do not write anything on the question paper.

There are 4 (four) questions. Answer any 3 (three) of them.

Figures in the right margin indicate marks.

1. a) How are listening skills important to employees, supervisors, and executives? List five barriers to effective listening and five techniques for improving listening skills. 15
- b) "Nonverbal cues like facial expression, eye contact and body language can sometime contradict the spoken words." Explain with examples. 5
- c) To focus firmly on the "you" view, writers should scrub all uses of I and we from their writing. Do you agree or disagree? Justify your answer. 5
2. a) Explain the three steps in writing process. Does the writing process always proceed from Step 1 through Step 3? Explain. 15
- b) Use the following facts to construct a coherent paragraph with a topic sentence and appropriate transitional expressions in the supporting sentences. 10
 - Nearly all teams experience conflict. They should recognize and expect it.
 - The most effective teams strive to eliminate destructive conflict and develop constructive conflict.
 - Destructive conflict arises when team members take criticism personally.
 - Destructive conflict poisons teamwork.
 - Conflict can become constructive.
 - Teams that encourage members to express their opinions may seem to be experiencing conflict when the opinions differ.
 - Better decisions often result when teams listen to and discuss many views.
3. a) Revise the following wordy paragraph into an introductory statement with a concise list that has three bullet points. Could you use category headings for your bullet points? 10

If you are a job candidate interviewing for a job, you should follow a few guidelines that most people consider basic. You will be more successful if you do these things. One of the first things to do is get ready. Before the interview, successful candidates research the target company. That is, they find out about it. If you really want to be successful, you will prepare success stories. Wise candidates also clean up any digital dirt that may be floating around the Internet. Those are a few of the things to do before the interview. During the interview, the best candidates try to sound enthusiastic. They answer questions clearly but with short, concise responses. They also are prepared to ask their own questions. After the interview, when you can relax a bit, you should remember to send a thank-you note to the interviewer. Another thing to do after the interview is contact references. One last thing to do, if you don't hear from the interviewer within five days, is follow up with an inquiry.
- b) Jim Morales' e-mail request (given below) is confusing to say the least. It would benefit from a better organization and visual presentation. 15

Your Tasks:

- i. Analyze the e-mail message and list at least five weaknesses of this message.
- ii. Revise it using the good practices you have learnt.

To: Greta Targa <greta.targa@gamma.com>
From: Jim Morales <jim.morales@gamma.com>
Subject: HELP!

As you already know, we have been working hard to plan the Gamma Fall Training Conference. It will be held in Miami. Here are the speakers I have lined up for training sessions. I'm thinking that on Tuesday, November 12, we will have Nicole Gold. Her scheduled topic is "Using E-Mail and IM Effectively." Anthony Mills said he could speak to our group on November 13 (Wednesday). "Leading Groups and Teams" is the topic for Mills. Here are their e-mail addresses: tony.mills@sunbelt.net. and n.gold@etc.com.

You can help us make this one of the best training sessions ever. I need you to send each of these people an e-mail and confirm the dates and topics. Due to the fact that we must print the program soon (by September 1), I will need this done as soon as possible. Don't hesitate to call if you have any questions.

Jim

4. a) Your firm produces order processing software applications for business organisations that have online stores for selling products. One of your clients has complained that there were problems in your software which led to mismanagement of orders and they have been receiving complaints from their customers. The client is very upset about what happened and is considering cancelling the contract with your firm. This is a key client and you do not want to lose them. After some investigations into the issue you have found out that the problem happened because some key instructions mentioned in your user guide was not followed. In order to please the client, your firm has decided to offer free training for the client's employees on how to use the software properly.

Your boss has asked you to draft a message to the client explaining the reasons for the problem and informing them about the free training your firm is ready to offer. He has emphasized how important the client is and suggests you should aim to appease the client so that they continue to do business with you.

- b) Your task is to prepare a high level outline showing how you will organize the message. Draft the body of the message following the outline developed in Question 4(a).