

FIT1049: IT professional practice

Week 4: Narrative construction and dissemination (cont'd)

Sample exam questions!

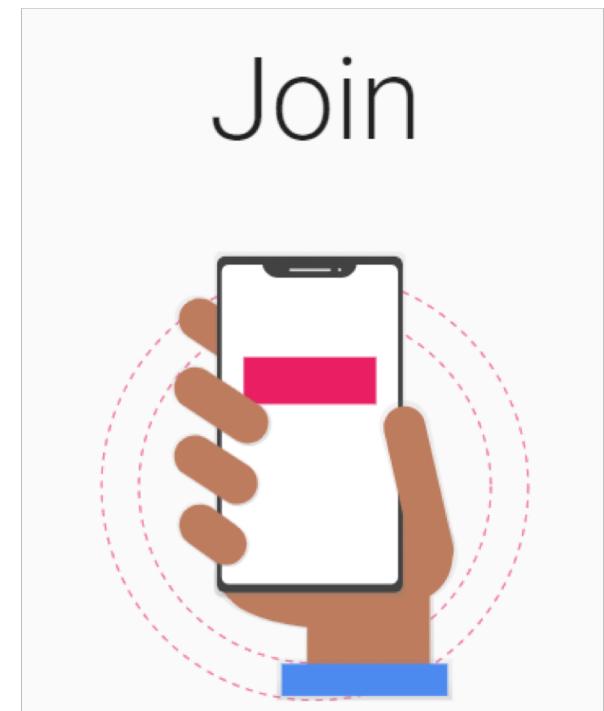


Go to FLUX please...

Please head to <https://flux.qa> and sign in with your Monash account (you should then stay logged in for the semester).

Hit the plus button in the top right and type in code **8JQJ4J** to join the FIT1049 group. The code is case sensitive.

*Please note that this is a Monash system, and your responses to questions are not anonymous.



Question 1: Complexity of information

While Internet search results yield a wealth of information based on the keywords entered, such results tend to lack the original contexts of each of the information. What does this mean? And why is this potentially problematic?

Question 2: The ‘intelligence cycle’

The ‘intelligence cycle’ includes as its part ‘(narrative) production’. What does this entail in the context of research in the professional practice?

Question 3: Purpose of dissemination

You are an IT consultant being deployed to a company to implement an account management system for their Finance Team. The manager there asked you that she would like you to hold a demo of the new system for staff members, since the new system is very different from the one used before. You can assume that the staff are generally happy with the introduction of the new system. Which of the following would most likely be suited for the purpose?

1. A demo of how the new system works, highlighting the difference between the old and new systems;
2. A demo how the new system works, highlighting the benefits of the new system for users (i.e. staff); or
3. A demo of what the new system does, highlighting the business benefits of the new system over the old system.

Question 4: Format of the presentation

Consider the same scenario. You were then told that about 100 staff members from different branches across the state will be attending this demo in a large seminar room with one projector, and you only have 30 minutes out of an hour allocated (because they wanted to serve a morning tea). Which of the following would be the least risky arrangement for your visuals to have this demo session?

1. To have all the screen-grabs pre-recorded and embedded as part of the PowerPoint slides;
2. To have a live-demo using the actual system online, and switch back-and-forth between the slides and the system; or
3. To have the attendees to bring their own device, and ask them to work on their device while your slides only have instructions to follow.

Question 5: Mode of dissemination

Consider the same scenario. If you want this session to be actually effective, what would you suggest to the manager who first suggested this training session?

1. To negotiate to have a longer session (e.g. 1 full hour), and provide some reference sheets as a take-away;
2. To provide staff with some resources, and let them use the system first, which is then followed by a 1-hour Q&A session to answer any questions arising from the actual experience of using the system; or
3. To have multiple sessions with smaller groups, and hold them as hands-on workshops in a computer laboratory.

Question 6: Proxemics

Consider the same scenario. You did end up presenting in a large seminar room after all, with 100+ people eating cakes while listening to you. You have your screen in the center, a large lectern on the right hand side, with the provision of a clicker. Which of the following would best describe a likely effective approach to non-verbal communications?

1. You stand between the screen and the audience to make your delivery engaging;
2. You stand near the lectern, however keeping your entire body and hand-movements visible; or
3. You stand behind the lectern to minimize any distraction caused by your movement, since the audience is supposed to be looking at the visuals on the screen.

Question 7: Visual aids

The following slide was used to illustrate that deliberate refusal of receiving questions can be used as a communication strategy to limit potentially uncontrollable spontaneity. If you are to reformat this into a hierarchical style of visual presentation (e.g. the Minto style), how would you do? Draw a sketch of the new slide, and explain why.

“It’s traditional at the end of the meeting that directors chat with shareholders over a sandwich and a cup of tea. ... With the prospect that they may be asked a few curly questions, the minute the meeting was over, [CEO] and his fellow directors snuck out a back door.” ([ABC, 2018](#))



The screenshot shows a news article from ABC News. The headline reads: "Annual general meetings reveal what some directors really think of shareholders, and it's not a good look". The article discusses a recent AMP annual general meeting where directors left early after a lengthy apology for scandals. The page includes a sidebar with "TOP STORIES" and a photo of a meeting panel.

([ABC, 2018](#))

Question 8: Evaluating the outcomes of dissemination

Consider the scenario we used earlier (i.e. the demo of the new account management system).

What are the aspects you would consider as a way to evaluate the outcomes of dissemination?

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Week 5: Situational management and intra/inter-personal communications

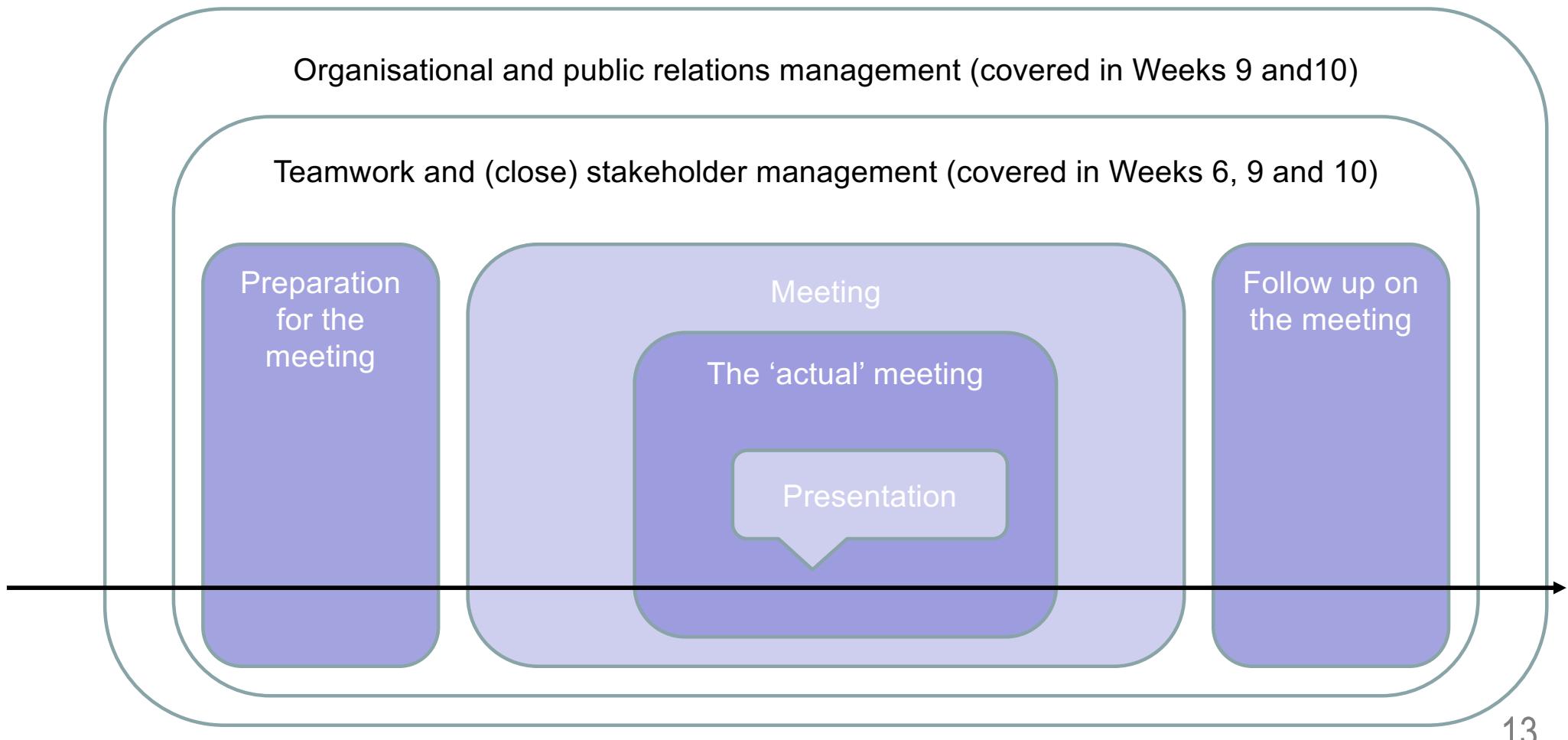


Things to cover today...

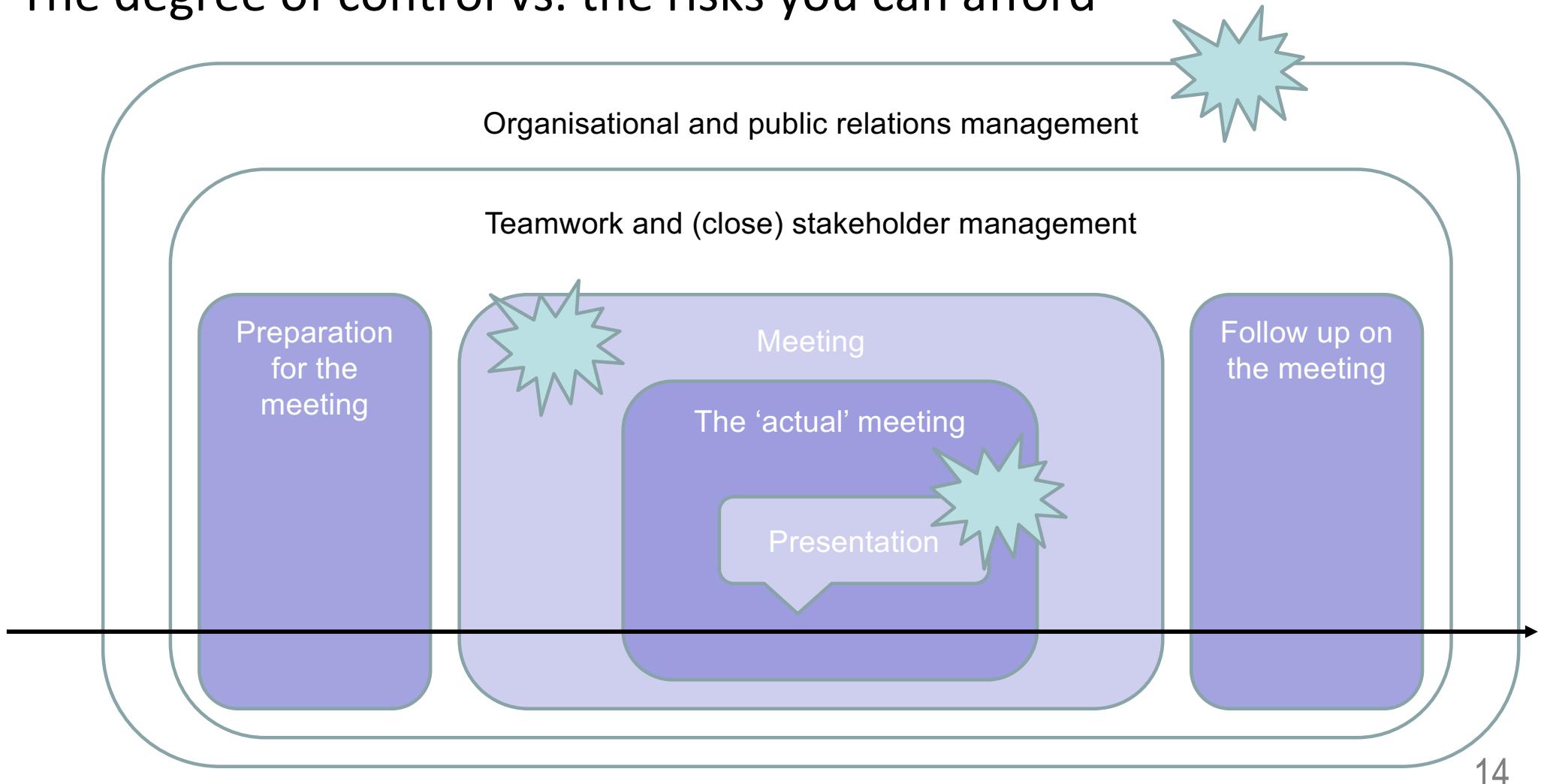
At the end of this lecture, you will broadly understand:

1. how to read and analyse the context of a given professional and/or organisational setting in order to make effective responses to manage the situation;
2. administrative, procedural, and environmental techniques used to effectively facilitate a structured communication, such as meetings and interviews; and
3. intra- and inter-personal communication techniques used to solicit information and provide appropriate feedback and advice in a professional manner.

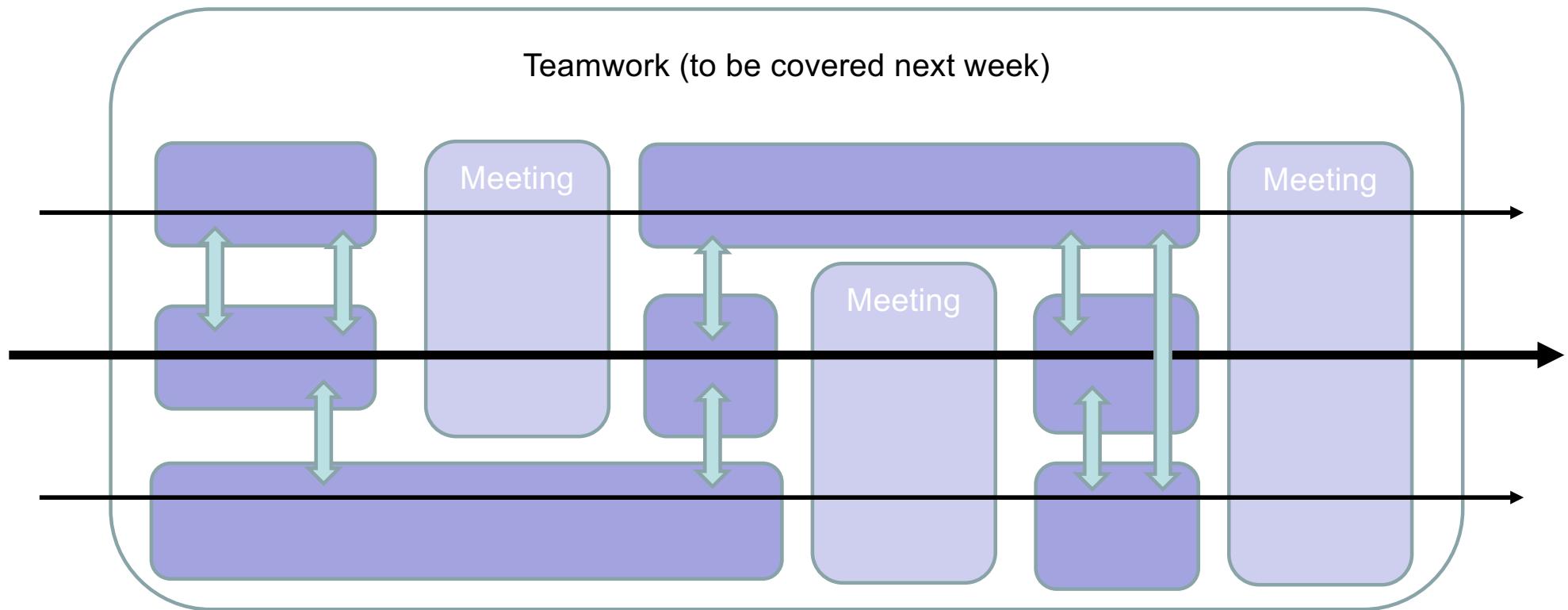
Hello, there is a situation...



The degree of control vs. the risks you can afford



Meetings as ‘punctuations’



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Week 5 (alt.): How to make most of the meetings...



Question 1: Definition of a meeting

Which of the following is not strictly a ‘meeting’ as such?

1. Two colleagues bumping into each other at a bus stop, and started to discuss a project they have been working on, eventually making a decision of some sort;
2. Two colleagues having a chat about how to put together a progress report of the project over lunch, as they agreed prior to make sure this report gets written on time; or
3. You are invited to an interview after submitting a written application for a software developer role.

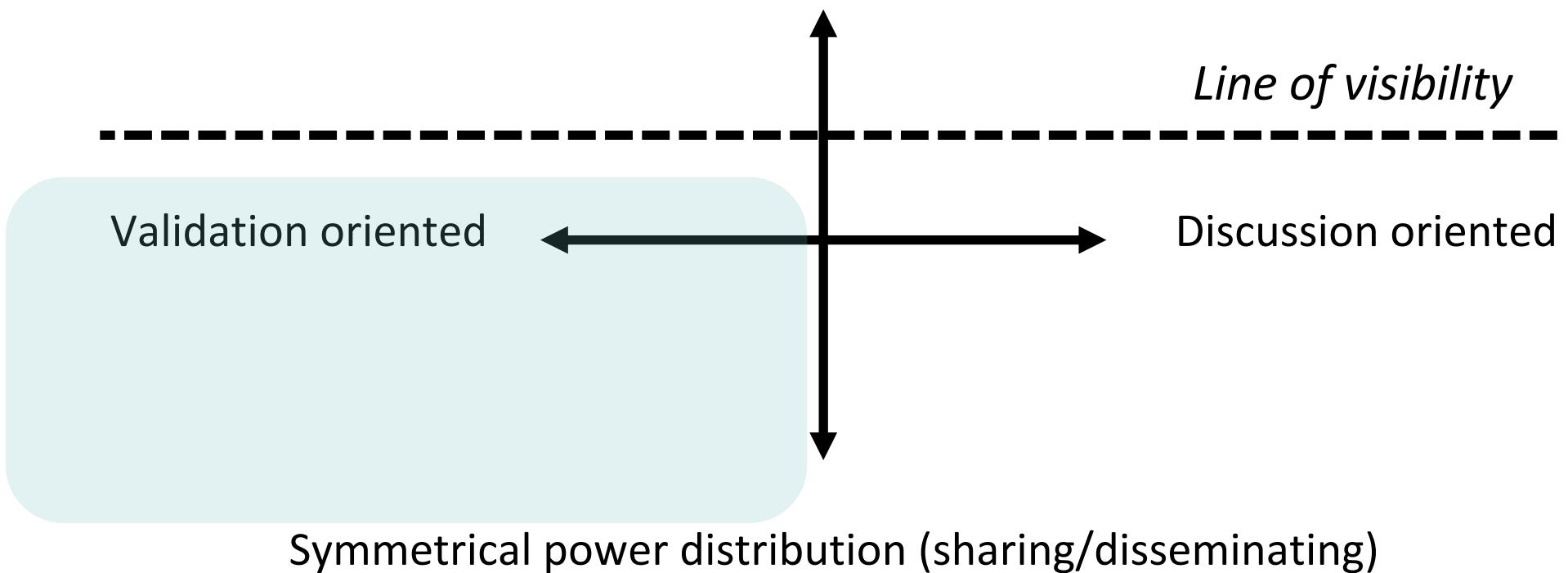
Question 2: Purpose of a meeting

You were asked to provide a report on your project prior to a meeting with the senior management of the organisation. The report was tabled as part of the lengthy agenda, and while you prepared so much before the meeting to be elaborate on the details of the project, the report was only ‘noted’ at the meeting, and no discussion was held. What’s going on?

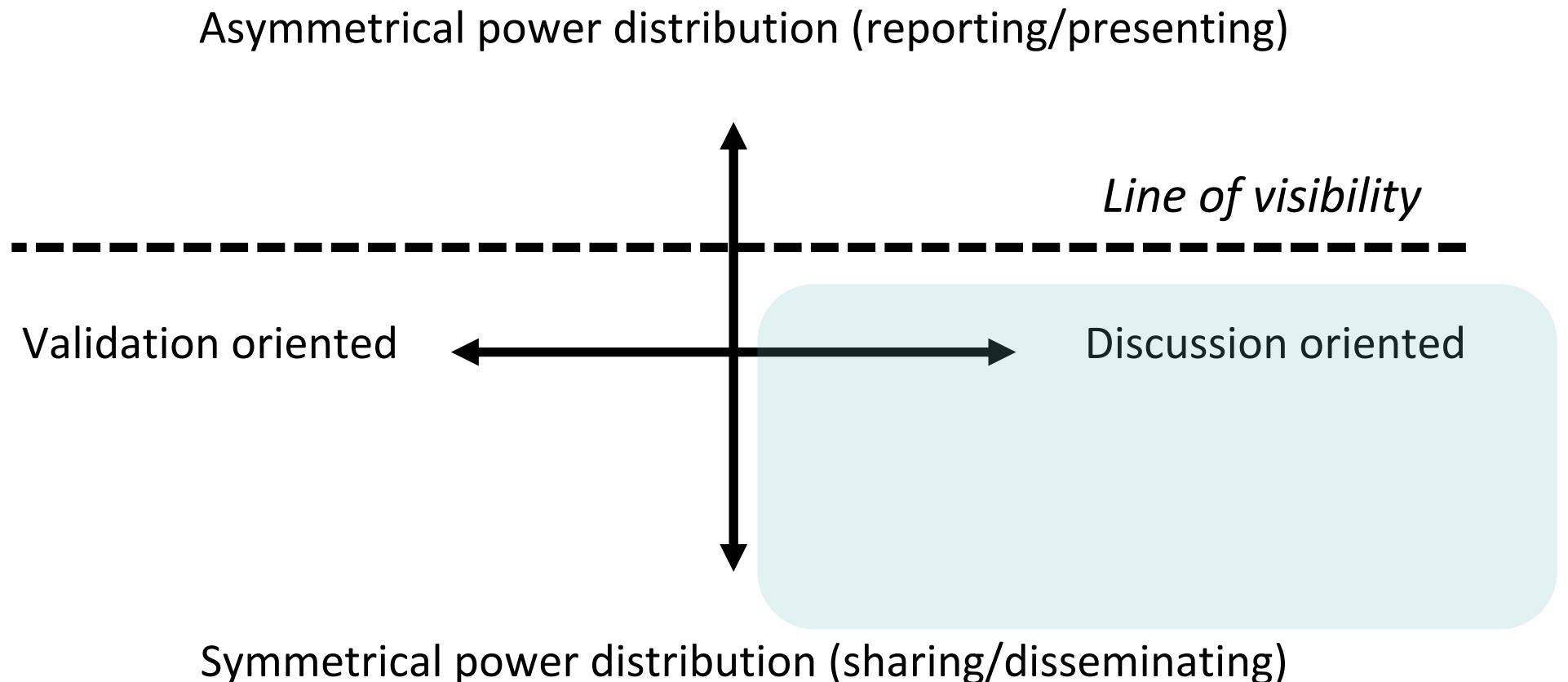
1. The report was so not well done, people just thought it wasn’t worth discussing;
2. The report delivered exactly what the management needed to know, so no further discussion was necessary; or
3. People were too busy and did not have time to read the report, so it was just noted. They might follow this up with you later.

Contexts and purpose: Decision making in meetings

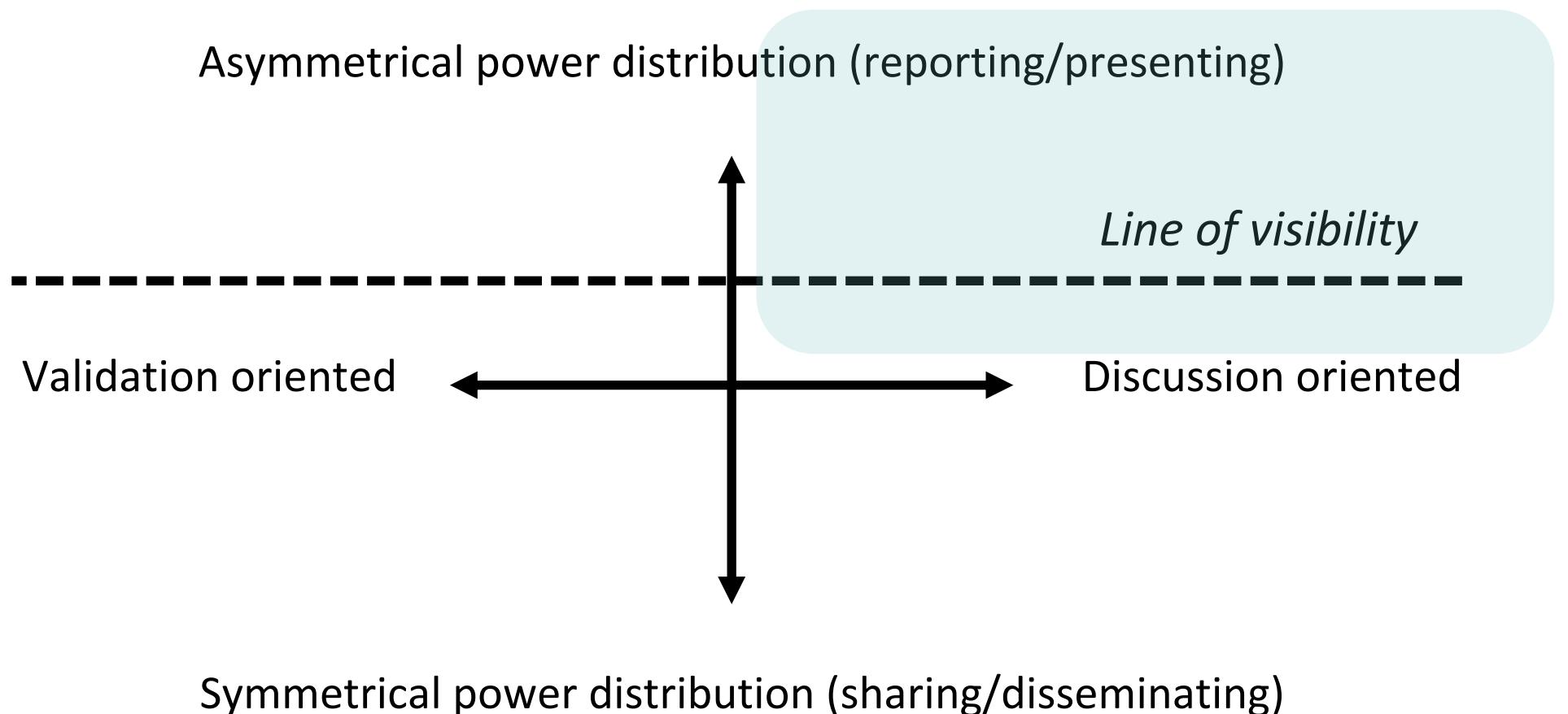
Asymmetrical power distribution (reporting/presenting)



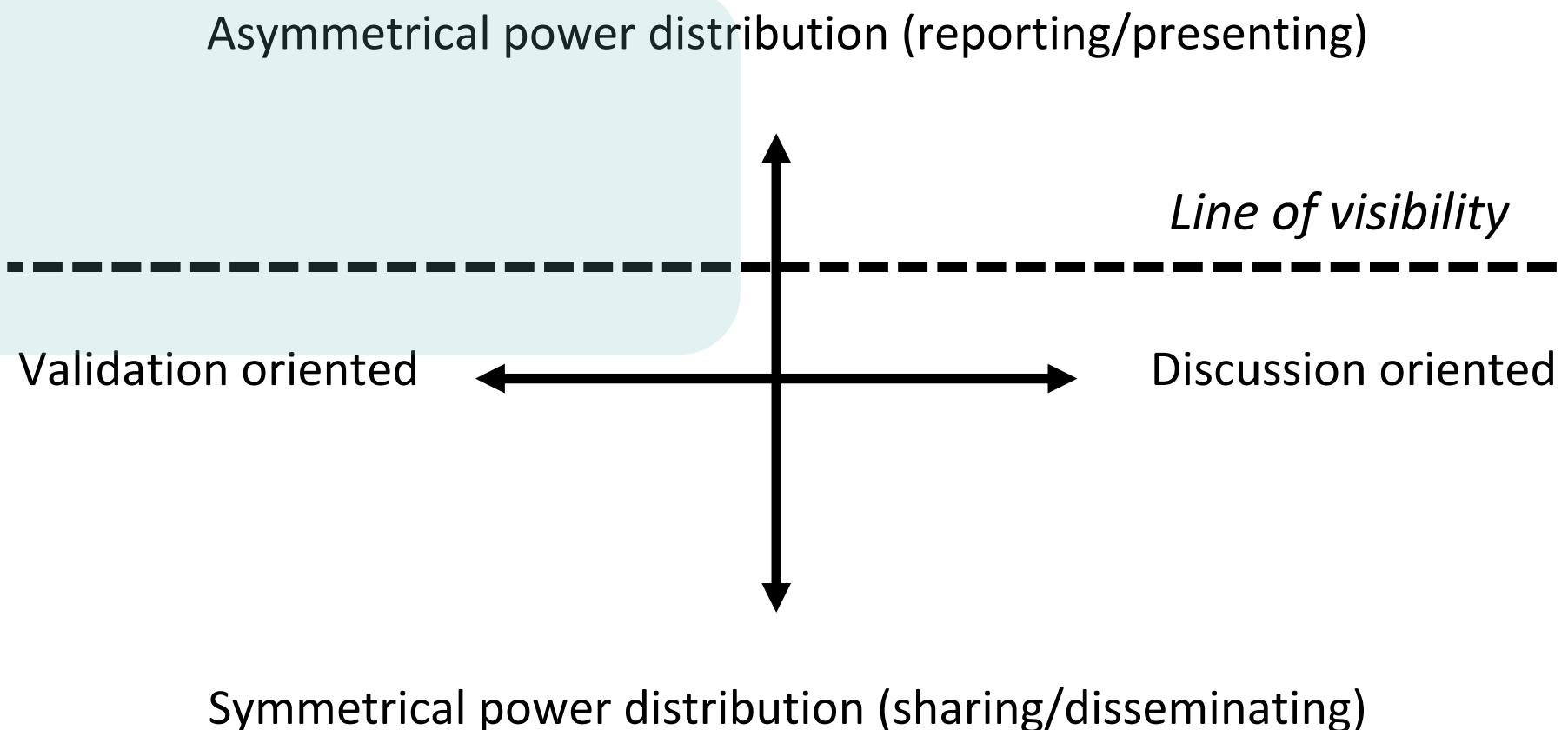
Contexts and purpose of meetings



Contexts and purpose of meetings



Contexts and purpose of meetings



Question 3: Membership of a meeting

You are to hold a kick off meeting for a new project that was initiated at the instruction of your team's manager though there are still a few points that are not clear about the specifics of this project. There is also another manager from a different section, whose help you might need later on. Some of your colleagues think your team can have his meeting without these managers' attendance. What would you do?

1. Your colleagues are right, and you should just go ahead. Your kick off meeting can clarify what needs to be followed up with these managers, which would also save time for these managers too;
2. You should just check with these managers if they wish to attend this meeting. They might just trust you and let you go ahead anyway; or
3. You should have these managers attend the meeting.

Question 4: Roles in a meeting

You and your equal colleagues (i.e. 8 of you altogether) with different expertise are meeting for the first time in person to discuss the initiative you have been working on for some time. You met with them virtually or in person separately here and there, but this is the first time you all get together. The meeting won't be a formal one, but do you still need a chair in this meeting?

1. Yes – every team needs a strong leader who leads and act as an authority within the team. You should nominate someone (or you) for this role;
2. Yes – having a Chair would institute some level of structure in the meeting. You should definitely have a Chair; or
3. No - having a Chair or any formal role would limit the dynamism and spontaneity of the meeting where all the members are equal colleagues.

Question 5: Proxemics for a meeting

It is 16:30 on Tuesday, and you are on a platform when your junior colleague rang you to have a chat with you as a senior colleague about the progress of the project which has some confidential contents with some sensitivities around how this colleague communicates with the client organisation. You know that both you and this colleague will be at work tomorrow in the morning; what would you do?

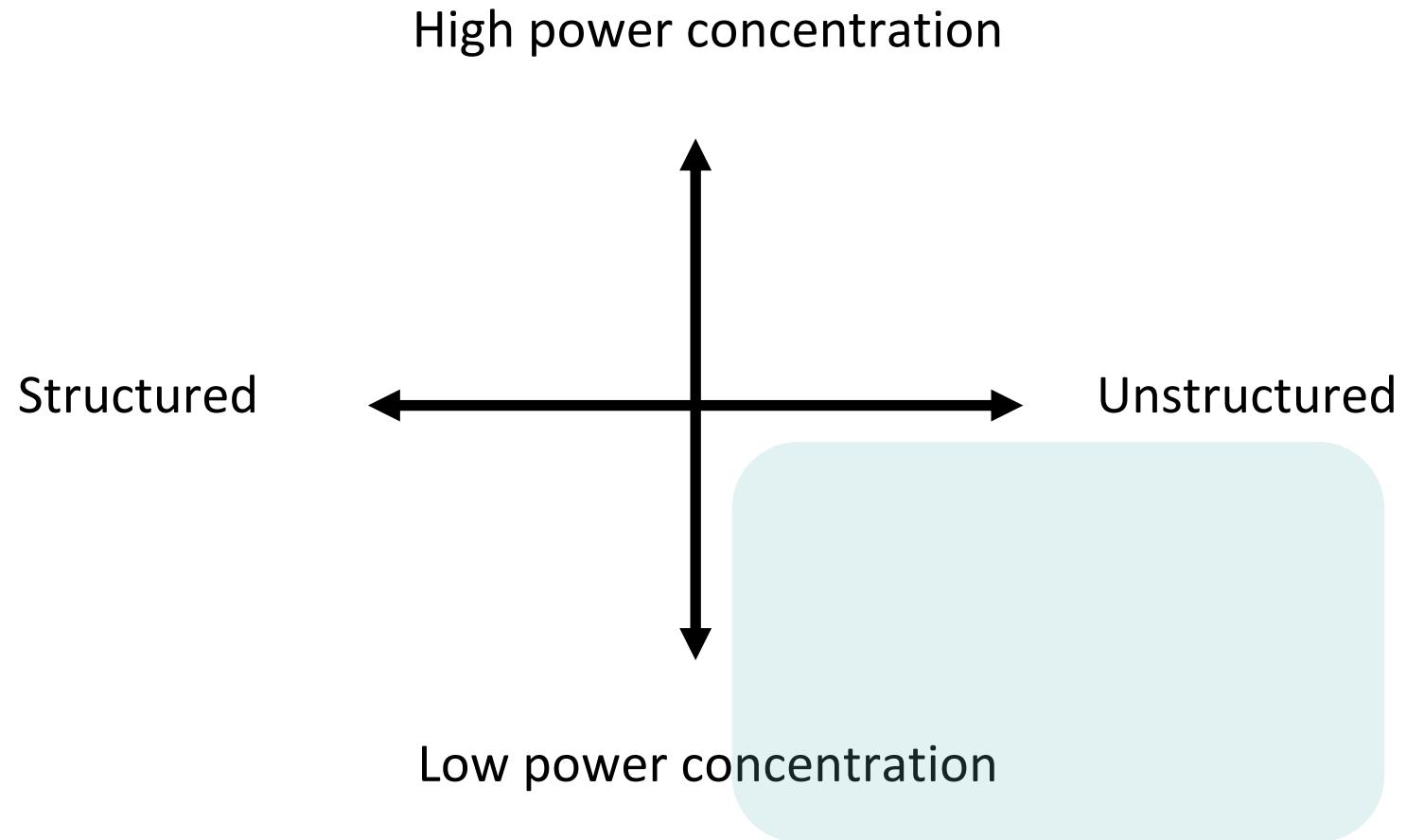
1. You go to a quiet corner on the platform, and keep having a chat with this colleague;
2. You point to the fact that both you and your colleague will be at work in the morning, and suggest discussing this then; or
3. You explain that you are at a public area, and ask the colleague the nature of the call further.

Question 6: Formality of a meeting

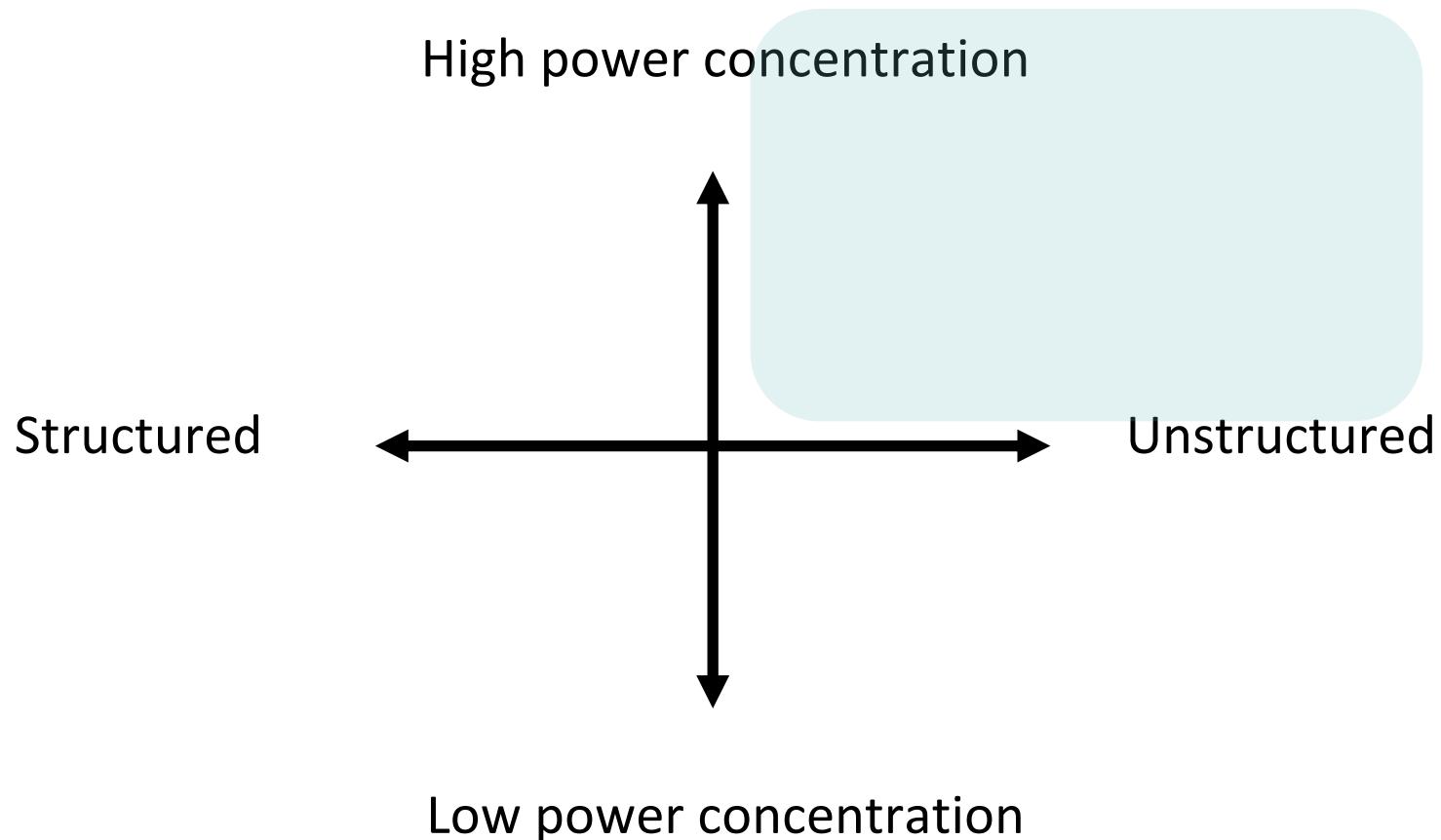
Why are some meetings held in such a formal manner? Choose the answer that is least applicable.

1. The formality creates the sense of an occasion;
2. The formality introduces a well defined process to the group's decision making, making what happens at the meeting accountable;
3. The formality creates a visible structure in which the distributions of power amongst the attendees are defined and executed in a transparent manner; or
4. All of the above.

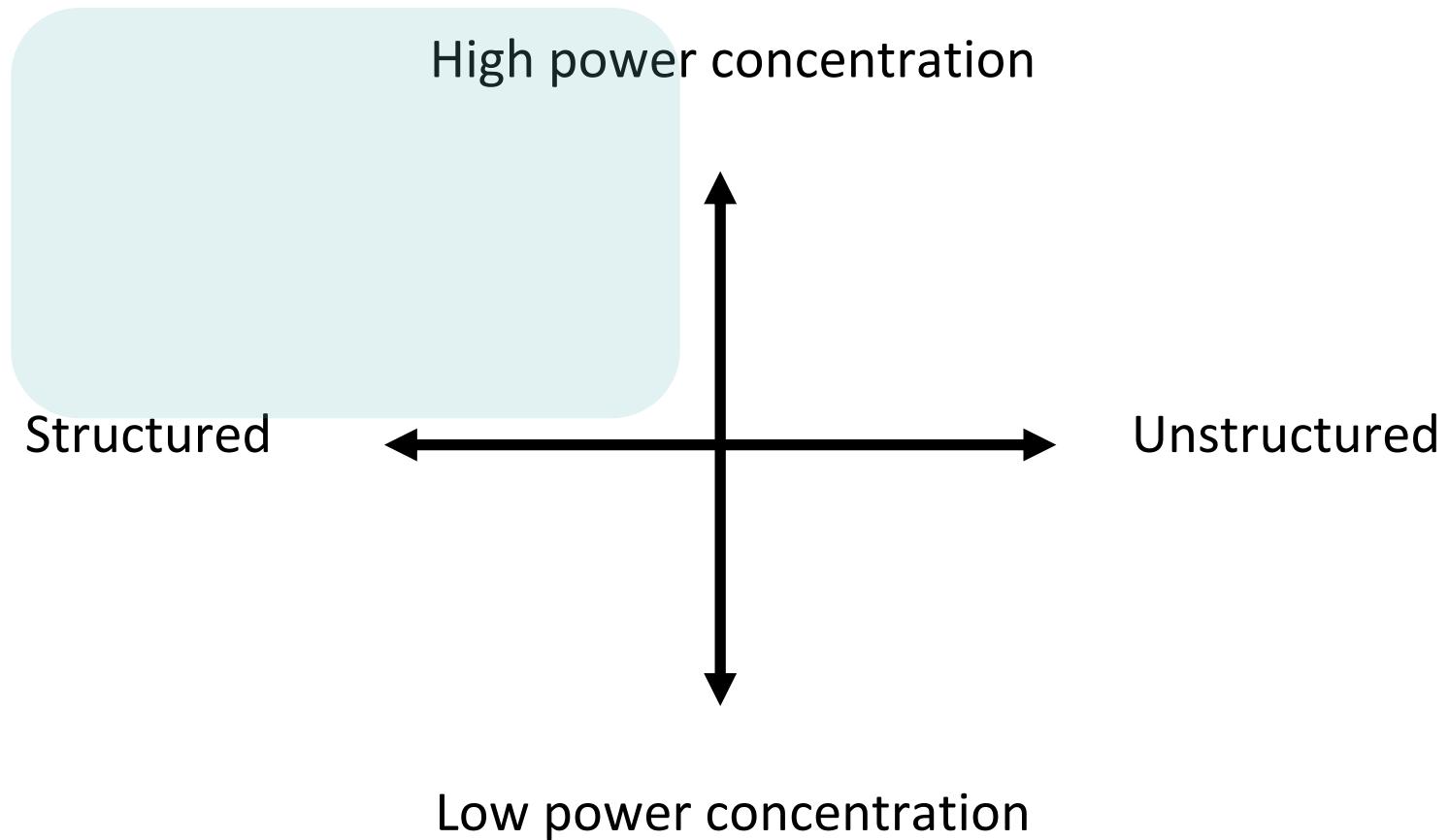
Understanding the nature of a meeting



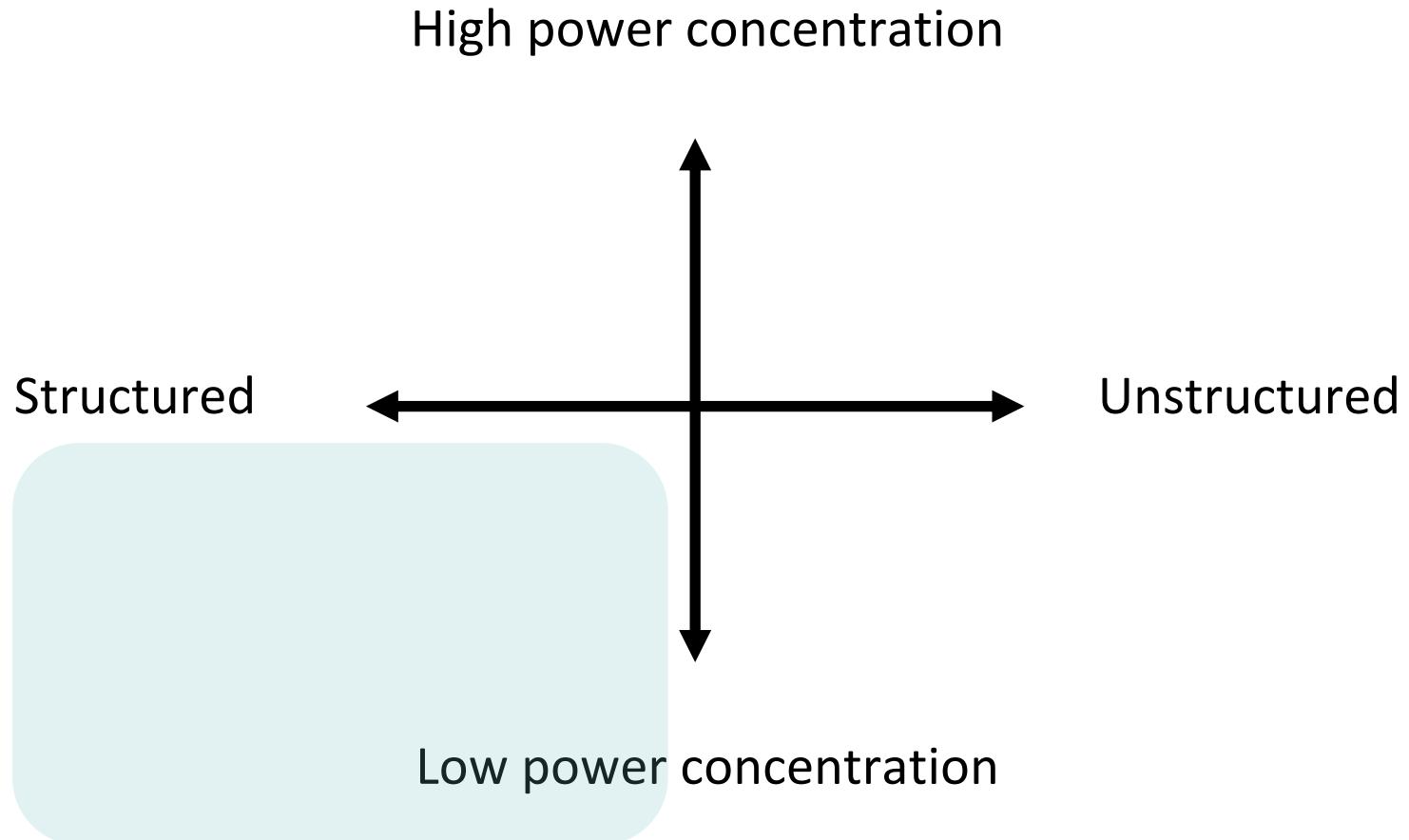
Understanding the nature of a meeting



Understanding the nature of a meeting



Understanding the nature of a meeting



Question 8: Nature of a meeting

A relatively unstructured meeting with low power concentration can lead to certain risks. Describe one of the risks, and give an example of a strategy to prevent this risk.

Question 9: Mode of a meeting

One of the ‘rituals’ conducted as part of the agile methodology is to have ‘stand up’ meetings. What makes this an effective means of communication amongst a relatively small team? Which one of the following is not part of the reasons?

1. A short timeframe forces the participants to be conscious of the time they spend, and focus on whatever is being discussed for efficient resolution;
2. A routinised format of the meetings shared by the group removes the unnecessary formalities and technicalities of running meetings;
3. A set of jargons and rituals generally reinforce the group’s bonding.

Question 10: Notice of meeting

You and your colleagues (3 of them) are to have a meeting to discuss a project that has been parked for four months. You all know each other fairly well professionally, and communicate with each other frequently even though you haven't really talked about the project. Do you need to prepare anything specifically for this meeting?

1. No – you all know each other well, so once you got together, you'll work out what you need to do quickly;
2. Yes – you still need some structure to the meeting, so a formal agenda with a complete list of things that need to be discussed would be desirable; or
3. Yes – you do need some structure to the meeting, but an email with dot-points of what need to be decided at the meeting would be sufficient.

Question 11: Requirements of a meeting

Which of the following would not prevent one to still hold/continue a (formal) meeting?

1. Lack of agenda of the meeting;
2. Lack of quorum;
3. A member deliberately ignoring the allocated time to run out of time allocated for the entire meeting;
4. A member singing loudly; or
5. Members preventing other members from entering the venue.

The 5 Longest Filibusters in US History

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"[T]he vote was repeatedly delayed late in the afternoon after opposition politicians blocked doorways in parliament..." ([ABC, 2015](#))

"The record for the longest filibuster goes to U.S. Sen. Strom Thurmond of South Carolina, who spoke for 24 hours and 18 minutes against the Civil Rights Act of 1957, according to U.S. Senate records." ([Murse, 2018](#))

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Posted 17 Sep 2015, 8:26am



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- What is Ambien, the drug name dropped by Elon Musk?



Question 12: Chair's role

Which of the following is not part of the Chair's responsibility?

1. Adjoining the meeting as required if there are matters that need to be clarified outside the meeting;
2. Mediating the members who are verbally abusing each other because of their differing points of view; or
3. Making an executive decision on the matter the votes for which were split even.

Question 13: Procedure of a meeting

When would you use a ‘point of order’? Select the most likely scenario below.

1. A motion was moved without having sufficient discussion;
2. A motion was voted without having it seconded by a member other than the mover; or
3. The Chair is drunk.

Question 14: Minutes taking

There was a very heated argument between Bob and Natalie during the meeting. Which of the following would the most appropriate entry to the final minutes?

1. “During the meeting, both Bob and Natalie got quite emotional. Bob said to Natalie that her argument was rather corrupt, while Natalie was retorting harshly to Bob. In the end, Jane intervened, and we decided to discuss this again at the next meeting.”
2. “During the meeting, a heated discussion took place between the members, Bob and Natalie. It was suggested that the members will come back to this topic at the next meeting for further discussion.”
3. “The matter was discussed by the members, however without resolution. It was suggested that the matter be adjourned till a next meeting, at which the members agreed to have further discussion.”

Question 15: Minutes taking

What's wrong with the following minutes from a meeting?

Item 3.2: Amendment to the membership of Departmental Meetings

As a result of discussion, a motion to vote for the following resolution was proposed by Ms Alex Lim. Motion passed unanimously.

Resolution: Future departmental meetings will be attended by at least two representatives from the senior management of the Department.

Question 16: Follow up

You just have had an informal meeting with your colleagues and manager. Chaired by the manager, there were lots of good discussion, but as the time ran out, the group did not agree explicitly on the actions to follow. Now what would you do?

1. You send an email to the manager to see if she wishes you to send around some minutes of the meeting based on your notes;
2. You send everyone in the group the notes you took as 'minutes'; or
3. You share with the group a summary of your notes, and ask to see if your understanding of the actions to follow is consistent with others.

3 steps to make use of a meeting...

1. Understand what is going on;
2. Contribute your expertise; and
3. Make things happen in the way you wish!

Things to do this week...

1. Make sure you shared your eFolio and all the submission items up to the Week 5 tutorial.
2. Read the Moodle Book for Week 5 and 6 before the tutorial next week (NB: Week 6 reading to be available soon).
3. Continue doing Assignment 1!



FIT1049 IT professional practice S1 2019

[◀ Week 4 \(25 Mar - 31 Mar\)](#) [Week 5 \(1 Apr - 7 Apr\)](#) [Week 6 \(8 Apr - 14 Apr\) ▶](#)

Situational management and intra/inter-personal communications

After completing the unit's activities in Week 5, you will:

- Understand the basic principles and techniques of managing a range of professional and organisational situations;
- Apply the above principles and techniques in three common situation-specific professional settings, i.e. a job interview, a structured meeting, and an informal information solicitation and feedback process at workplace; and
- Understand the roles and techniques of intra- and inter-personal communications in the contexts of situational management in IT professional practice.

Pre-class activity: Something to read

Please read the following Moodle Book prior to your tutorial attendance on Monday or Wednesday. It would take approximately 15 minutes to read; this however does not include time to read all the materials and sources linked out from the Book, which are provided only for your interest in case you would like to learn more on specific topics.

Tutorial: Something to do

Please find below the tutorial sheet for this week, in which you will find an overview, learning outcomes as well as instructions for the activities to be conducted during the tutorial. While your tutors will go through these, it would be useful if you have a look at this document prior to attending the tutorial.

[!\[\]\(f7f6baf793995b7b48f8a415581b0959_img.jpg\) Week 5 tutorial sheet](#)
42.6KB Word 2007 document

Lecture: Something to think about

Based on the reading material and the tutorial activities for this week, the Week 5 lecture will interrogate further:

- how to read and analyse the context of a given professional and/or organisational setting in order to make effective responses to manage the situation;
- administrative, procedural, and environmental techniques used to effectively facilitate a structured communication, such as meetings and interviews; and
- intra- and inter-personal communication techniques used to solicit information and provide appropriate feedback and advice in a professional manner.