



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
14-16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS  
SCHOOL OF ARTS AND SOCIAL SCIENCES**

**JUNE/JULY 2013 EXAMINATION**

**COURSE CODE: ENG316**

**COURSE TITLE: COMMUNICATION FOR BUSINESS**

**TIME ALLOWED: 2HRS**

**INSTRUCTIONS: ANSWER ANY TWO QUESTIONS OF YOUR CHOICE**

1. 'Communication makes co-operative and collective action among people possible'. Discuss this assertion and any other three functions of communication. (35 marks)
2. Discuss briefly, the 'Ten Commandments of Effective Communication' as propounded by the American Management Association? (35 marks)
3. Using relevant examples, explain the merits and limitations of the 'Blocking' and 'Flushing' formats of a standard business letter. (35 marks)
4. Mention the nine elements that make up the Working Plan of a corporate organization report.(35 marks).

