



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2021_2 EXAMINATION

COURSE CODE: ENT 726: BUSINESS COMMUNICATION SKILLS FOR ENTREPRENEURS

CREDIT UNIT: 2

TIME ALLOWED: 2 HOURS

INSTRUCTIONS:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt questions one (1) and any other two (2) questions. Three questions in all**
- 3. Question one (1) is compulsory and carries 30marks, while the other questions carry 20marks each.**
- 4. Present all your points in coherent and orderly Manner**

1. Write short notes on the following:
 - (i) Selective Listening
 - (ii) Pseudo Listening
 - (iii) An Agenda
 - (iv) Non- Verbal Communication
 - (v) Elements of Communication
 - (vi) Lines of Communication
2. (a) What do you understand by Minutes?
 - (b) Explain six major information usually found in the minutes of meeting.
 - (c) Differentiate between postponement and adjournment of a meeting.
3. (a) Discuss Linear and Transactional Communication model
 - (b) Explain four reasons for poor listening
4. (a) What is Business Communication?
 - (b) Report Writing can be classified in to various ways using different parameters.
Discuss
 - (c) State the importance of effective communication in any organization.