

SOUTHWESTERN UNIVERSITY NIGERIA

KM 20, SAGAMU-BENIN EXPRESSWAY, OKUN OWA, IJEBU-ODE, OGUN STATE.

FACULTY OF SOCIAL & MANAGEMENT SCIENCES

DEPARTMENT OF GENERAL STUDIES

HND TO BSC CONVERSION PROGRAMME

2018/2019 SECOND SEMESTER EXAMINATION

COURSE CODE:GNS 312

COURSE TITLE: Communication Skills
in English

INSTRUCTION: Answer question 1 and any other three (3). **TIME:** 2hrs

1. Write an essay titled Improving Security in the North Eastern part of Nigeria.
2. (a) Differentiate between informal and formal letters by providing three points.
(b) Discuss the informat of a formal letter.
3. Write extensively on Memo and Report.
4. Provide detailed explanation for the following terms::
(a) Organisational Communication
(b) Interpersonal Communication
(c) Mass Communication
(d) Teleconferencing
5. (a) What are the range of tools/gadgets required within a business for effective communication.
(b) List the nine communication skills every professional should master and explain five.