

“TEAM MANAGEMENT SKILL”

Lecture15.

Practical Exam

Lecturer: Daniel HABİYAMBERE

STUDENT REGISTRATION NUMBER:

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DEPARTMENT:
OPTION:
LEVEL: YEAR:
AC YEAR:
SEMESTER:
MODULE TITLE:
CODE:
DATE:

70 pts

Practical Exam

INSTRUCTIONS:

1. Attempt all tree questions.
2. Remember to write your Registration Number.
3. Pease make sure your answers are clear and visible.
4. Cell phones are not allowed in the examination room.
5. Submit back this question paper.
6. The duration is 3 hours

QUESTION 1

1) Differentiate the following:

- a) Communication skills and Communication theory.
- b) Formal and Informal communication.
- c) Behavioural interview and Technical interview.

2) Give 3 factors that influence communication.

3) Suppose you want to ask for a professional internship in MTN Rwanda. Write a letter addressed to the Director General of MTN Rwanda, specifying your working field and how long you want to work there. be noted that you will be giving a copy to the head of department of your university.

4) You are at the middle of the above requested internship, and you are required to write a Report of what you covered so far, write the technical report and send a MEMO to your co-worker in the company.

QUESTION 2

a) Differentiate personality managements below:

- Introverts and extroverts
- Thinkers and perceivers

b) Knowing the definition of conflict, explain how conflicts can have positive aspects within an institution, and give 3 causes of conflict in workplace.

c) Give 5 Factors that Influence Employee Motivation.

QUESTION 3

a) Give 3 types of meetings, differentiate them and provide examples.

b) Consider the following:

1. Suppose that Rector in Charge of Academic is supposed to conduct a meeting between all Head of Departments and all class representatives. Chose the topic, the date, the hours, and the venue on your own and make an agenda of that meeting. Highlight all the main points to be discussed on.
2. Suppose we are at the date you suggested in the above meeting Agenda, and that the meeting actually took place. Make a professional meeting minute accordingly. Creative and innovative to make your document interesting.

GOOD LUCK!