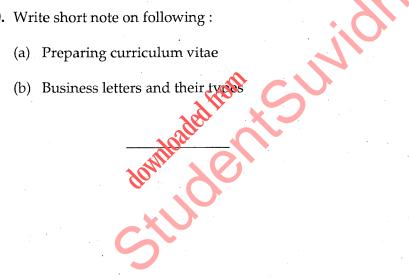
UNIT - IV

- **8.** Describe the essentials of report writing in detail. What is the importance of writing the report in business?
- **9.** Write short note on following:



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MBA 2 Yr. 1st Semester CBCS 2019-20 **New Scheme** Examination – April, 2021

BUSINESS COMMUNICATIONS SKILLS (DISCIPLINE SPECIFIC ELECTIVE COURSES)

Paper: 19IMG21D1

Time: Three hours]

[Maximum Marks: 80

Before answering the questions, candidates should ensure that they have been supplied the correct and complete question paper. No complaint in this regard, will be entertained after examination.

Note: All questions of Section-A are compulsory. Each question of Section-A carries two marks. Attempt four questions from Section-B selecting one question from each Unit.

SECTION - A

- 1. Briefly explain the following:
 - (a) Informal communication

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- (b) Expressive behaviour
- (c) Proxemics
- (d) Circulars and memos
- (e) 7Cs of communication
- (g) Chronomatic communication

 h) Agenda and minutes attended.

SECTION - E

UNIT - I

- **2.** Define Business Communication ? What is the process of communication? How communication plays a vital role in the progress of business organization?
- 3. Write an explanatory note on barriers to effective communication with suitable examples. How these barriers can be overcome?

UNIT - II

- 4. Describe the process of listening. How listening is an important skill for business managers do develop leadership and better employer-employee relations?
- **5.** Write short notes on following:
 - (a) Presentations skills
 - Techniques for removing fear and inhibitions in communication

UNIT - III

- **6.** What is non-verbal communication? Give examples. How non-verbal communication helps the managers to interact with subordinates in effective way?
- 7. What are business etiquettes? Describe the importance of business etiquettes in business communication. Explain some business etiquettes in detail.

(3)

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P. T. O.