

7. Describe the various forms of non-verbal communication. Why it is important for business managers to exercise non-verbal communication ?

UNIT – IV

8. What do you mean by curriculum vitae ? How can an effective resume be developed ?
9. What are the mechanics of writing ? Discuss mechanics of writing in context to report writing.

Roll No.

12608

**MBA 2 Year 1st Semester (CBCS)
2019-20 (New Scheme)
Examination – December, 2019**

**BUSINESS COMMUNICATION SKILLS
(Discipline Specific Elective Course)**

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 at least *one* question from each Unit. Each question of Section-B carries 16 marks.

SECTION – A

1. Briefly explain the following :
- (a) Semantic barriers to communication

- (b) Deceptive listening
- (c) Etiquettes
- (d) Minutes of meeting
- (e) Types of communication skills
- (f) Fear of communication
- (g) Kinesics
- (h) Dairy writing

SECTION – B

UNIT – I

2. Explain the process of business communication. How the business communication can be made more effective ?
3. Write a detailed note on contemporary issues in business communication. Why the effective communication skills are necessary for today's business managers ?

UNIT – II

4. Describe the specific communication skills required for group discussions and interviews. Give a detailed explanation of points to be avoided during group discussions and interviews.
5. Write short notes on following :
 - (a) Barriers to listening process
 - (b) Expressive behaviour

UNIT – III

6. Write short notes on following :
 - (a) Body language
 - (b) Business dining
 - (c) Telephone etiquettes
 - (d) Paralinguistic communication