

P131/P133/AEC001/EE/201905

Time : 3 Hours

Marks : 80

Instructions :

1. All Questions are Compulsory.
2. Each Sub-question carry 5 marks.
3. Each Sub-question should be answered between 75 to 100 words. Write every questions answer on separate page.
4. Question paper of 80 Marks, it will be converted in to your programme structure marks.

1. Solve any **four** sub-questions.

- a) Which are the four basic modes of communication?
- b) Is it important to keep your business phone call short? Why?
- c) What is difference between notes and report?
- d) Write a note on 'Question mark as a punctuation mark'.
- e) What is conflict in the business world?

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2. Solve any **four** sub-questions.

- a) Write a note on Memo.
- b) How to overcome the barriers to communication?
- c) What are the disadvantages of working with a large group.
- d) What is convergent thinking?
- e) Is it beneficial to consult others before making a decision? How?

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3. Solve any **four** sub-questions.

- a) Explain the difference between group and team.
- b) What is the difference between apologizing face to face and apologizing with a text message?
- c) Write a note on feedback.
- d) Which are the ways to develop more empathy with customers?
- e) Illustrate the term Dialogue.

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4. Solve any **four** sub-questions.

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| a) What is meant by diplomacy? | 5 |
| b) Explain the term 'Monologue'. | 5 |
| c) What are the three functions of a verb? | 5 |
| d) What are the benefits of professional networking? | 5 |
| e) How to use office politics in a good way? | 5 |

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