**Sreenidhi Institute of Science & Technology**

**A14**

**(An Autonomous Institution**)

**Code No: 4Z107**

**MBA I - YEAR I - SEM, February, 2015 (Regular)**

**BUSINESS COMMUNICATION AND SOFT SKILLS**

**Time: 3 Hours Max. Marks: 60**

**Note: No additional answer sheets will be provided.**

**Part – A**

**Max. Marks: 10**

**Answer all the QUESTIONS**

1. Explain the Scope of Communication.

2. What qualities are needed for Chairing meetings?

3. How to prepare Routine reports?

4. What are the various parameters to be considered in preparing C.V.?

5. Explain about Time management.

6. How to develop negotiation skills?

7. What are the barriers for Effective communication?

8. How to prepare Business Letters?

9. How to plan the Presentation?

10. What is the need for Negotiation?

**Part – B**

**Max. Marks: 50**

**ANSWER ANY FIVE. ALL QUESTIONS CARRY EQUAL MARKS.**

1. a. What are the salient features of Communication process?

b. What are the advantages of Oral communication?

2. a. Discuss various types of Presentation techniques?

b. How to prepare business reply for a Letter of complaint?

3. a. Bring out the differences between Business and Technical report writing.

b. Explain about Synopsis and Thesis writing.

4. a. How to prepare for facing an interview?

b. What are the various types of Group discussions used in practice?

5. a. What are the challenges to be faced for perfect Time management?

b. What are the major Challenges in implementing time management?

6. a. Differentiate between Formal and Informal negotiation situations?

b. Explain about Integrative negotiation.

7. Answer the following

a. Explain about preparation of Annual report.

b. Explain about Team versus Group.

c. How to control the work to be done in a day.

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