

MMSR/D – 13

**BUSINESS COMMUNACATION**

Paper – CP – 105

Time allowed: 3 hours]

[ Maximum marks : 70

Note: Attempt five questions in all. Question No. 1 is compulsory. All questions carry equal marks.

1. Write short notes on:

- (a) Grapevine communication.
- (b) Halo effect as a barrier to communication.
- (c) Stress interview.
- (d) Bargaining strategies during negotiation.
- (e) Reference v/s Bibliography.
- (f) Hearing v/s listening.
- (g) Agenda.

2. Write a reminder letter to your supplier who has not yet supplied you raw material inspite of earlier communication from your end.

3. Prepare detailed outlines of a business report that have to submit to your organization concerning last year sales.

4. You are worried about employees' turnover in your organization. As a CEO of the organization prepare a detailed agenda for the meeting in this context. How will you proceed in this regard?

5. What Barriers can hamper an organization's communication concerning information about a new product? How can the same be sorted out?

6. What are the various impediments in listening? What are their repercussions? How can these be controlled?

7. As a fresh management graduate, how will you prepare yourself for the interview? How will you control your nerves during the interview?

8. You do not agree with your boss in a meeting. What non-verbal gestures can be used by you to convey your disagreement? How useful are these?