

Roll No.

Total No. of Pages : 2

MMS/D11

6078

Business Communication

Paper : CP-105

Time : Three Hours]

[Maximum Marks : 70

Note :- Attempt **FIVE** questions in all. Q. No. **1** is compulsory. All questions carry equal marks.

1. Explain the following (in **10** lines each part) :
 - (a) Grapevine Communication.
 - (b) Channel of communication process.
 - (c) Define paralanguage.
 - (d) How noise is managed ?
 - (e) Define passive listening.
 - (f) Explain the 'tone' of business writings.
 - (g) Define meeting.
2. Explain communication. What are the characteristics of effective business communication ?
3. What do you mean by communication skills ? How such skills are made effective ?
4. Do you feel that non-verbal behaviour is ambiguous ? Explain your answer with a few examples.

5. What are the major barriers to Communication ? What should we do to minimise them ?
6. 'Organisations need to remember that an emotionally sensitive letter needs to have tact, as there is a human mind at the other end. The reader has feelings too.' Discuss.
7. With numerous reports reaching on the table of the top management, suggest some methods in report writing itself to immediately catch the attention of a busy manager.
8. Write notes on the following :
 - (a) Conducting Interviews
 - (b) Negotiations.