TILAK MAHARASHTRA VIDYAPEETH, PUNE MASTER OF BUSINESS ADMINISTRATION (M.B.A.) EXAMINATION : JUNE – JULY - 2022 SEMESTER - I

Sub: Communication Skills (MBA107)				
Date:	08/07/2022	Total marks: 60	Time: 2.00pm to 4.30	pm
<u>SECTION – I</u>				
Q. 1.	Fill in the blanks.			(5)
1.	Communication is a word of or intelligence.	origin whic	h means sharing of information	
	a) Greek	b) Russian		
	c) French	d) Latin		
2.	Instructions, speeches and meeting a) Upward	gs are forms of b) Downward	communication.	
	c) Cross-channel	d) Horizontal		
3.	is anything that hinders the communication.			
	a) Noise	b) Feedback		
	c) Medium	d) Decoding		
4.	Having while communic	ps in building a good rapport.		
	a) Clarity	b) Completeness		
	c) Conciseness	d) Candor		
5.	simply means that while communicating, not to use indecisive terms that do not give a clear picture.			
	a) Correctness	b) Concreteness		
	c) Cleverness	d) Casualness		
Q. 2.	Answer the following. (Any Two	b)		(20)
1.	State and explain the ways to improve listening skills.			
2.	Describe the various types of body language.			
3.	Elaborate Presentation skills in detail.			
4.	Describe the 7C's of oral communication.			
Q. 3.	Write notes on. (Any Two)			(10)
1.	Functions of non-verbal commun	ication		
2.	Proxemics			
3.	Merits and drawbacks of Written	Communication		

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<u>SECTION – II</u>

Q. 4. Case Study

A. Prepare your resume

B. Write a letter of application for the post of Finance Manager.

Q. 5. Answer the following:

(10)

(15)

a) List down the various barriers to effective communication and state the ways to overcome those barriers.

OR

b) State the different types of communication that takes place in an organization.