

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**MASTER OF BUSINESS ADMINISTRATION (M.B.A.)**  
**EXAMINATION: MAY/JUNE- 2024**  
**SEMESTER - I**  
**Sub.: Communication Skills (MBA107)**

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**Date : 07/06/2024**

**Total Marks : 60**

**Time: 2.00pm to 4.30pm**

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- Instructions:** 1) All questions are compulsory.  
2) Figures to the right indicate full marks.
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**Q. 1. Write Short notes on (Any Three) (15)**

1. Ways of Improving Listening
2. Merits and drawbacks of Written Communication
3. ABC Rule
4. Eye Contact and its merits
5. Merits and drawbacks of Oral Communication

**Q. 2. Answer in detail (Any One) (10)**

1. Draw the model of Communication process and elaborate.
2. Describe the flow of communication in an organization.

**Q. 3. Answer in detail (Any One) (10)**

1. State the visual signs of Non-Verbal Communication.
2. What are the 7 Cs of Oral Communication?

**Q. 4. Answer in detail (Any One) (10)**

1. Briefly explain the types of Body Language.
2. Explain the barriers and breakdowns in communication.

**Q. 5. Case study (15)**

An Indian engineer had problems being understood and expressing himself about his job in English.

**Problem:**

It took his team too much of an effort to work with him when they had software problems. His fellow employees tried to skip meeting with him because they felt they lost too much time every time they had to meet with him. Therefore, he was out of the picture very often and missed key pieces of information.

**Question**

- 1) Suggest a solution to this problem from the engineer's perspective.
  - 2) How can the team members help the engineer to make it work?
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