

DKM COLLEGE FOR WOMEN (AUTONOMOUS)-VELLORE-1.

DEPARTMENT OF MANAGEMENT STUDIES

EVEN QUESTION BANK

COMMUNICATION SKILL FOR MANAGERS

CLASS: I MA HRM

SECTION-A

6 Marks

1. Explain meaning and significance of communication?
2. Elaborate the process of communication?
3. Write the principles of effective communication?
4. What is oral communication and explain it?
5. Describe the norms for business letters?
6. Briefly on sales promotion letters?
7. Short on 1). Personalized standard letters 2). Enquiries
8. How to write an effective collection letter?
9. Explain how to prepare report?
10. Write the long report?
11. Explain important of oral letter?
12. Write types of business report?
13. Elaborate characteristics of Non- Verbal communication?
14. Explain the important of body language communication?
15. Briefly visual and audio communication?
16. Write telephone communication?
17. Elaborate preparing agenda?
18. Write conducting seminars and conferences?
19. Describe oral presentation?
20. Explain negotiation skills?
21. Essentials of effective oral communication?

SECTION-B 15 Marks

1. What are the type of communication and explain it.
2. Barriers of communication and how to overcome it.
3. Discuss in different kinds of situation.
4. Write a letter to your supplier pointing out the poor quality of cloth sent by him, which has caused loss to you. Ask for the reimbursement of the loss (inferior quality goods supplied).
5. Narrate the structure of reports.
6. Brief the Non- verbal communication.
7. Write short notes on 1). Face to Face communication 2)Telephone communication
8. Advantage and disadvantage of using telephone as a means of communication.