



**HEA-161100080105**

Seat No. \_\_\_\_\_

**M. B. A. (Banking & Finance) (Sem. I)  
(CBCS) Examination**

**November / December – 2017**

**Managerial Communication**

Time : **3 Hours]**

**[Total Marks : 70**

**Instruction :** All Questions Carry Equal Marks.

**1** Write about negotiation skills.

**OR**

**1** Explain seven C's of communication.

**2** What is a business etiquette? What are business manners in different countries?

**OR**

**2** Write about importance of body language for success in an interview.

**3** Explain technique of organisational group discussion.

**OR**

**3** Discuss the steps involved in planning presentation.

**4** Which are the important barriers in communication? Explain.

**OR**

**4** Describe internal and external causes of poor listening.

**5** Explain the meaning and characteristic of Nonverbal communication.

**OR**

**5** Write guidelines for a summer project report.