



**BL-161100080105**

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

**M. B. A. (Sem. I) (CBCS) Examination**

**March - 2021**

**Banking & Finance**

**Managerial Communication**

Time :  $2\frac{1}{2}$  Hours]

[Total Marks : 70

**Instruction** : Attempt any 5 questions.

- 1 Define Communication. What are the features of communication?
- 2 Explain in detail 7 Cs of Communication.
- 3 List out the major barriers of Communication and explain with suitable examples.
- 4 Briefly explain each stage of negotiation process.
- 5 Write short note on:
  - Telephone etiquettes
  - Dinning etiquettes.
- 6 What are that factors which adversely affect the process of Listening ? Explain with proper example.
- 7 Explain in detail the structure of presentation.
- 8 What are the major Dos and Don'ts to be kept in mind while preparing Resume?
- 9 Discuss various principles of Effective Writing.
- 10 Explain Communication process model in detail.