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**First Semester M.Com. Degree Examination,
August/September 2021**

(CBCS – Semester Scheme)

Commerce

Paper 1.7 – COMMUNICATION SKILLS (Soft Core)

Time : 3 Hours]

[Max. Marks : 70

SECTION – A

1. Answer any **SEVEN** sub-questions. Each question carries **2** marks : **(7 × 2 = 14)**
- Define the term Communication.
 - Mention 4 C's needed for effective communication.
 - What is the importance of group discussion?
 - What do you mean by Kinesics and Proxemics?
 - Differentiate between hearing and listening.
 - Mention two etiquettes to be followed in public speaking.
 - Mention any two challenges while working in a team.
 - Give the meaning of 'emotional intelligence'.
 - Mention any two barriers of oral communication.
 - Mention any two differences between oral and written communication.

SECTION – B

Answer any **FOUR** questions. Each question carries **5** marks : **(4 × 5 = 20)**

- Explain in brief the rules to be followed during a group discussion.
- What are the traits of a good listener?
- Explain 5 W's of Report writing.

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5. What are the forms on non-team behaviour?
6. Write a note on strategies of negotiation.
7. Explain in brief five negotiating styles used in business.

SECTION - C

Answer any **THREE** questions. Each question carries **12** marks : **(3 × 12 = 36)**

8. Explain in detail various communication networks in organisation with suitable examples.
9. Draft an email for onboarding new employee to the organisation.
10. Explain :
 - (a) Types of Listening
 - (b) Barriers to effective listening
11. "None of us is as smart as all of us." Explain in the context of team work.
12. Explain the sources of conflicts in organisations. How it can be managed?

SECTION - B

Answer any **FOUR** questions. Each question carries **5** marks : **(4 × 5 = 20)**

1. Explain in brief the rules to be followed during a group discussion.
2. What are the traits of a good listener?
3. Explain 5 W's of Report writing.